
UNITED STATES DEPARTMENT OF LABOR
Frances Perkins, Secretary
CHILDREN'S BUREAU - - Katharine F. Lenroot, Chief

Statistical Measurement in Group Work

A Manual on Statistical Records
for Use by Staff Members

By

Frances Adkins Hall



Bureau Publication No. 248

United States
Government Printing Office
Washington : 1939



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Foreword

The volume of social need which has accompanied urban development in the United States in the past half century has given rise to an era of voluntary effort in social work. The functions of government have steadily expanded in the effort to keep pace with the growing complexity of the cultural life. The functions of public agencies have been recognized in such fields as defense, safety, education, health, and, in later years, in economic affairs. Private citizens have also joined forces in many types of voluntary associations in recent decades, and through these associations the contributions of group methods are increasingly being brought to bear on problems in the social, educational, and recreational field.

However, the welfare of American youth may not safely be left to promiscuous, partisan, or parochial effort by such groups. Increasingly the welfare of youth requires improvement of methods and of service if the resources of the citizenry are to be applied effectively to social need, whether through public or private efforts.

A sound factual basis is essential if adequate standards of personnel, program, and coverage are to emerge. The first step in providing this factual basis is obviously the provision of comparable data by agencies and groups conducting programs in this field. An important service can be rendered by government in sponsoring the effort to define units and methods for comparable record keeping. Patterns for this type of service by government have already been set in many related fields. It is a welcome development that the Children's Bureau of the United States Department of Labor has conceived it to be an appropriate function to facilitate the efforts of private agencies in achieving an objective, factual basis for their work.

Agencies sponsoring group-activity programs in the social, educational, and recreational field are deeply indebted to Mrs. Frances Adkins Hall for the ability, training, experience, and earnest effort she has contributed to the preparation of a practical outline of the information needed. Her devotion to the technical improvement of record keeping in the field of social group work has been notable.

Certain more or less distinctive purposes may be found, presumably, among the various organizations and agencies sponsoring group activity. But there is also a wholehearted preoccupation with constructive programs of character and citizenship training among youth. Toward this primary objective the efforts of settlement houses, boys' clubs, Y organizations, both Christian and Hebrew, Scout organizations, Camp Fire and recreational groups are directed with increasing cooperation and unity. It is not assumed that the full scope of work in these various agencies can be entirely comprehended in any novel plan of record keeping. It seems essential, however, that community agencies have, without delay, the benefit of at least minimum data relating to constituency,

participation, staff, and a few related items. It may be found, on the basis of reliable facts of this type, that the area of common methods and even of common objectives is larger than had been supposed. In any case, experimentation for a period of years with the plan of records proposed in "Statistical Measurement in Group Work" should further define the problem and enrich all related effort.

The members of the subcommittee on group-work reporting procedures (of the Children's Bureau Advisory Committee on Current Statistics) have been happy to give counsel in the preparation of the manual. They have expressed the very real interest in experimentation now to be found among many agencies sponsoring group activities in their programs. The subcommittee has included authorized representatives of the National Association for the Study of Group Work and the National Education-Recreation Council. The members of the subcommittee are: Joseph P. Anderson, Pierce Atwater, Raymond Clapp, Grace Coyle, Edna d'Issertelle, A. Wayne McMillen, E. D. Partridge, Myra Smith, and Owen E. Pence, chairman.

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STATISTICAL MEASUREMENT IN GROUP WORK

INTRODUCTION

A. PURPOSE OF MANUAL

This manual on statistical records for group-work agencies has been prepared for the purpose of helping workers in the group-work field to collect efficiently and to use effectively statistical data related to their work. Stated more specifically, its purpose is three-fold: (1) To show group workers how to express numerically the volume and kind of work done; (2) to provide executive and professional staff members, as well as secretarial and clerical workers, with simple, practical suggestions for collecting statistics in their own agencies; and (3) to help local and national agencies in the group-work field and community organizations to use statistics in planning and evaluating either their own work or work done in the community. The manual does not provide a technical treatise on statistics nor does it presume that its readers have knowledge of complex mathematical formulas. The kinds of data available in social work today neither require elaborate statistical refinement nor depend upon such treatment for their usefulness.

Family welfare, medical social service, and other types of social work have taken the lead in developing statistical recording for their own fields. This work has included the determination of units of count, the definition of these units, the construction of statistical record forms, and the preparation of instructions for their use. One of the aims of this manual is to apply and to adapt to group work the principles and practices of statistical recording which have already been developed and put into use in other types of social work.

B. NEED FOR MANUAL

In the fields of family welfare and relief, child care, and health there are uniformly accepted statistical counts such as "cases under care," "patient days," "clinic visits"; and for several years it has been possible to collect uniform statistics on the volume of service given by agencies in these fields. Only very recently in group work has any attempt been made to work out comparable units of count, so that enrollment, for example, would mean the same from agency to agency. This has been due mainly to the complexity inherent in group work and the variety of services performed by agencies in this field.

The past uncoordinated and sporadic attempts to develop objective quantitative records have resulted in great confusion: The same terms have been used to designate entirely different concepts; classifications have not been uniform; and the bases for selection of items have been extremely varied. As a result, the present statistical practices in the field differ so widely that in the apparently simple matter of attendance, one agency will count one person six times whereas another agency giving the same service will record only one attendance.¹ It is clear, therefore, that if interagency comparisons are to be made for community or national use, it is necessary to develop records and practices that will yield uniform data.

The problem of uniform statistics for group work has already provoked considerable thought and experimentation. There is now a need to make known to the whole field the work that has been done thus far in order that such work may be tested and evaluated by other agencies in other situations. The process of exchange and criticism is vital to growth, but in the past much momentum has been lost because channels by which this process could be carried on were few. Although this manual does not cover in detail all the work that has been done to date, it includes suggestions gathered from many sources and thus makes available some of the results of earlier work.

Central financing and budgeting, and community planning, have created a demand for service statistics in all fields of social work. Groups engaged in these activities are becoming increasingly aware of the need for factual material upon which to base their judgments. Factual material, however, has not always been forthcoming from agencies doing group work; and to meet this need community chests and councils of social agencies have developed locally their own systems of service reports for this field. Dissatisfaction with these local reports has been one of the strongest forces motivating the attempt to develop more adequate statistical reports from group-work organizations. The problem is one that needs to be attacked nationally rather than locally.

Another factor that has brought about a need for better service statistics in group work has been the increase in public funds made available for recreation. The private agency doing group work has been challenged to demonstrate the need for its services in the face of mass recreation in much the same way that the private agency in the case-work field has had to prove its value in the face of mass relief. Givers to community chests need facts and figures, as well as appealing case stories, to convince them that they should continue to support group work. Furthermore, the general public, which provides the public money used for recreation and group work, has a right to ask that the meaning and value of these activities be made clear; and such interpretation is clearer when made in quantitative as well as qualitative terms.

¹ In some organizations an individual is counted only once—that is, when he comes in the door—although he may take a shower, go for a swim, play ping-pong in the game room, go to a club meeting, attend a brief meeting of a house-council committee, and end the evening by joining in the community singing in the auditorium. If he attended another organization and took part in the same activities, he would be counted in connection with each activity.

Lastly, group workers themselves have expressed a desire for a practical guide that will help them to fill out the ever more numerous and complex statistical reports. Some organizations want guidance in developing and perfecting their own systems of record keeping, whereas others feel a need to understand the reports they are asked to make by community and national agencies.

Chapter I.—Scope and Limitations of the Manual

A. SCOPE OF MANUAL

In presenting a manual on statistical records it should be made clear that these records deal exclusively with objective measures of volume and type of service. The fact that the manual is thus limited to quantitative data does not imply a lack of recognition of the importance of qualitative records. Such records as detailed narrative accounts of group meetings, supervisors' observations, leaders' judgments of individual members are all essential to the development of group work and deserve to be treated in a separate publication devoted to discussion of qualitative data. It is recognized also that there is much to be said concerning the interrelation of quantitative and qualitative data and the numerous ways in which they supplement each other, but a thoroughgoing treatment of this subject is outside the scope of this type of manual. Therefore, the manual is limited to those aspects of group work that can be measured objectively; that is, counted or subjected to statistical methods. For example, counting the number of people who are watching a play or taking part in a game is within the scope of this manual; it is not concerned with whether the play or game is good or bad.

B. SPECIFIC LIMITATIONS

Because agencies doing group work perform many varied services, it is necessary to make some specific limitations in regard to the types of work to which the material contained in this manual will apply. These limitations are rather difficult to define, however, because to date no clear statement of those functions which are peculiar to group work has been made. Health services, vocational counseling, day nurseries, residence facilities, shower baths, and family-consultation bureaus are all means of attaining the all-inclusive objective of helping individuals to make better social adjustments. But in order to avoid confusing the reader with a mass of detail, certain types of services and records have been arbitrarily excluded. These are: Employment, health, case-work, residence, day-nursery, and room-registry services; use of institutional facilities such as the dining room and the barber shop; and financial and administrative records such as those that deal exclusively with payment of fees, building control (particularly in the gymnasium, swimming pool, locker room, or game room), and records dealing entirely with the program of activities. Formal courses of

instruction for which recognized academic credit is given and formal religious services of a sectarian character are also excluded. For the purposes of this manual group work may be defined as "an educational process, emphasizing first the development and social adjustment of an individual through voluntary group association; and secondly, the use of this association as a means of furthering other socially desirable ends."¹

Although it is hoped that this manual will be of value to staff members and volunteers in all types of agencies doing group work, it is specifically addressed to those in private agencies. City departments of recreation and other public organizations in this field are confronted with problems in record keeping of extensive and widely distributed facilities where great numbers of people spend their leisure time, many not associated with groups or only with large and less definitely organized groups than are encountered in the usual private agency. Discussion of records for this type of program falls outside the scope of this manual. Nevertheless, those who work in public agencies should find much of the material contained herein applicable to their work.

What then is included in the category of "private agencies doing group work"? That in itself is a problem, because the group-work field as a whole has not been defined. Certain types of agencies are generally accepted as belonging to this group, such as: Settlements, associations (Young Men's Christian Association, Young Women's Christian Association, Young Men's Hebrew Association, Young Women's Hebrew Association), Boy Scouts of America, Girl Scouts, Inc., Camp Fire Girls, Inc., and community centers (including Jewish community centers and other community centers not part of a public recreation program). In addition, several religious organizations carry on work similar to that of the organizations mentioned, but because of their sectarian auspices these agencies are not always considered as part of the community resources in group work. The same is true of other organizations which have a nationality or political basis but which in any given community may be doing work sufficiently broad in scope to be classified with other private agencies engaged in group work. As yet no national association has set up standards for the entire field of group work which could be used as a guide for determining which agencies should come within the scope of this manual.²

Although summer camps are definitely recognized as a form of group-work service, two reasons have made it advisable to omit them from the present discussion. In the first place, their work is done under conditions vastly different from those of the town agencies in this field—conditions so different that the basic statistical data are not comparable. In the second place, their work is of sufficient volume and importance to deserve treatment in a separate publication.

¹ Newstetter, W. I.: *What Is Social Group Work?* Proceedings of the National Conference of Social Work, 1935 (Chicago, 1935), p. 291. A more specific definition is given by Henry M. Busch in *Leadership in Group Work*, p. 1: "Group work commonly connotes an educational process carried on in leisure time under the auspices of a social agency for the purpose of aiding individuals in a group to acquire knowledge, skills, and attitudes, or to conduct activities that are constructively recreational in character."

² The National Association for the Study of Group Work has recently been organized and will doubtless be concerned with such a project as its work develops.

C. SOURCES OF MATERIAL

The material for this manual has been drawn from the experience of local communities in developing forms for statistical reports from agencies in the group-work field; the report forms used by national organizations for data from their local units; records kept in individual agencies throughout the country; and, to a very large extent, the experience of the Children's Bureau of the United States Department of Labor in its attempt to add group-work reports to those fields of social work included in its social-statistics project.

D. TERMINOLOGY

For the sake of uniformity or brevity the following terms will be used in this manual with the restricted meanings indicated below:

Records.—Forms on which statistical data are kept in an individual agency.

Reports.—Forms on which statistical data are furnished to a central agency, either community or national.

Community agency.—A community chest, council of social agencies, or other agency in a local community which is made up of representatives from individual social agencies.

National agency.—An organization sponsoring group-work services which has local units throughout the country or in which it is possible for organizations in local communities to take out membership. An example of the first type is the Girl Scouts, Inc., and of the second, Boys' Clubs of America.

Group-work agency.—An agency which is performing service within the scope of the group-work field. This term will be used for the sake of brevity, although its lack of precision is recognized.

Chapter II.—Basic Statistical Data in Group Work and Their Definitions

Uniform definitions of basic terms are essential before uniform records or reports can be developed. At present such terms as enrollment, registration, and physical activity are used with varying connotations in different agencies. One of the purposes of this chapter is to suggest definitions of the terms which appear on records and reports.

The nature of the data that can be treated statistically will be considered first. In group work, as in other types of social work, certain statistical data are characteristic of the field. As group-work agencies deal primarily with individuals associated in some kind of group, the two basic units of count are groups and the individuals who make up those groups. In addition some group-work agencies have a special field of activity relating to families, making in those agencies a third major division, namely, that of family units. Other agencies doing group work have separately organized departments for case-work services and for help with individual problems; this, however, is a special service that does not come within the scope of this manual.

A. STATISTICAL DATA RELATING TO GROUPS

Groups in any agency may be counted and classified in the following ways:

1. Number.

The count of groups in an agency at any given time is one of the most important forms of statistical data. It is essential to know the total number of group units into which the work of an agency may be divided.

2. Sex of members.

Groups for both boys and girls or men and women are usually designated by the term "mixed group." There has been some use of the term "coeducational" for such groups, although this usage is not general.

3. Age of members.

Most agencies have established some sort of age divisions in their own organizations. At present there is wide variation both as to the terminology used and the ages included in any one subdivision. Because organizations differ so widely it is not possible or even desirable to set up a classification that will meet all needs, but the following is suggested:

a. For settlements:

- (1) Preschool—under 5 years of age.
- (2) Primary—5 to 8 years.
- (3) Junior—9 to 14 years.
- (4) Intermediate—15 to 18 years.
- (5) Senior—19 to 25 years.
- (6) Adult—over 25 years.¹

b. For associations and boys' clubs:

- (1) Junior—under 16 years of age.
- (2) Senior—16 years of age and over.²

c. For scouting organizations and Camp Fire Girls:³

- (1) Junior—children younger than those admitted to the regular program of the organization.
- (2) Regular⁴—children included in the program for which the organization was originally designed.
- (3) Senior—young persons older than those admitted to the regular program.
- (4) Adult—men and women affiliated with the organization in positions of leadership or community responsibility.

4. Size of group or number of members.

This classification is based on simple counting. In the case of groups with definite enrollment the number of members is considered as the number on the roster; in the case of groups without definite enrollment the number of members is considered as the average number of persons attending the group session.

5. Duration.

This term is used to denote the length of time that a group has been in existence.

6. Frequency of meeting.

This refers to the scheduling of groups; that is, whether they are scheduled to meet daily, weekly, monthly, or at some other interval of time. A group that is scheduled to meet five times a week, Monday through Friday, is considered as meeting daily.

7. Regularity of attendance of members.

By means of attendance records it is possible to classify groups according to the percentage of members present at each meeting. The following standard is suggested:

- a. Very regular*—75 percent or more of the members present.
- b. Regular*—from 50 to 75 percent of the members present.
- c. Irregular*—less than 50 percent of the members present.

¹ The age for adults should be especially adjusted to fit the needs of individual organizations; for example, the members of a mothers' club might be young women of 20 or 21, and such a group would be considered adult rather than senior.

² The Young Women's Christian Association and the Young Men's Christian Association use 18 years as the dividing line.

³ All of these classifications have been carefully worked out by the Boy Scouts of America, Girl Scouts, Inc., and Camp Fire Girls, Inc. Each organization has its own terminology and exact age limits, but the terms given here are an attempt to secure a common designation for programs designed for similar age groups.

⁴ Logically the term for this would be "intermediate," but the following historical development occurred: (1) A program was planned for early adolescents, (2) a separate program for younger children was added as a "feeder" to the first program, and (3) a third program for older adolescents was developed. In this connection see Report of the Girl Scout Program Study, by Charles H. Young (Girl Scouts, Inc., New York, N. Y., 1937).

8. Leadership of groups.

Leadership of groups may be classified as follows (classifications are not mutually exclusive) :

a. *According to training:*

(1) Trained—in receipt of recognized professional training for the type of service rendered.⁵

(2) Untrained—lacking professional or special training.

b. *According to pay status in the agency:*

(1) Paid staff member—a person employed by the agency in a professional capacity.

(2) Volunteer—a lay or professional person who gives service to an agency but receives no payment.

(3) Worker paid by outside funds—a person assigned to an agency but paid from other than agency funds.⁶

9. Activity.

In classifying groups according to the type of activity, the classification may be general or specific.

a. *General:*

(1) Educational.

(2) Social.

(3) Recreational.

(4) Athletic or physical.

Although these terms cannot be defined exactly, it is not yet possible to avoid their use entirely in describing group activities.⁷

b. *Specific.*—Groups may be classified according to the particular activity in which the group engages, such as dancing, music, games, sewing, and business meetings. These terms are more exact than those given under section *a* above, but in order to cover all the activities carried on in group-work agencies a very long list would have to be included.

10. Type of facilities used.

Groups may be classified according to the kind of facilities used during their meetings, such as :

a. *Gymnasium.*

b. *Swimming pool.*

c. *Game room.*

d. *Playground.*

e. *Domestic-science room.*

f. *Little theater.*

11. Type of enrollment.

A group may have :

a. *Definite enrollment.*—The same persons may be expected to attend and participate in each session of the group.

b. *No definite enrollment.*—The group may be open to a relatively large number of persons who may come and go as they choose and are not expected to attend all sessions of the group.

⁵ Some agencies make a distinction between general training for social work, especially group work, in a recognized school of social work and specialized training—either training for such service as kindergarten or art work or training given by the agency in local or national training courses.

⁶ This classification refers especially to workers on Government projects such as those of the Works Progress Administration.

⁷ As an example of the use of modifications of these terms on a statistical report, see section A of Form VIII (U. S. Children's Bureau Form G-1), pp. 46-47. On this form the terms have been modified in order to lessen confusion.

12. Type of scheduling.

Groups may be included in an agency's program as:

a. Regularly scheduled.—Scheduled to meet at intervals of a month or less.

b. Special event.—A group which is a complete unit in itself and is not part of a series or a continuous program.

c. Casual.—A group which has no definite plan or program and for which no special provision is made on the agency's schedule.

13. Type of group organization.

Among groups that are regularly scheduled and have definite enrollment it is possible to recognize certain distinguishing characteristics by means of which their types of organization can be differentiated. The following types of group organization have been isolated:

a. Club.—A group of persons bound together by personal and social ties, in which the membership is determined by the group itself. Clubs, like teams and special-interest groups (see *c* and *d* below), will normally meet for longer periods of time than classes.

b. Class.—A group of persons who meet together on a regular schedule for the acquisition of specific knowledge, the exercise of individual skills, or participation in a specific educational activity. Control of the group is vested in a teacher.

c. Team (athletic).—A group organized for participation in contests or for demonstration purposes in activities involving physical prowess or skill and meeting at regularly scheduled intervals for special training or practice.

d. Special-interest group.—A group in which the interest centers in the activity and not in personal association; whatever instruction is given is informal and does not involve a teacher-pupil relationship.

e. Intergroup committees and councils.—Groups that are made up of representatives from two or more groups or from the general membership of the agency.

f. Group organized under a national program.—A group organized under the agency's auspices as part of a recognized national program.

B. STATISTICAL DATA RELATING TO INDIVIDUALS

In considering statistics related to individuals attending a group-work agency there are two major types of data: (1) Identifying information concerning the individual, and (2) data which show the relationship between the individual and the agency.

1. Identifying information concerning the individual.

a. Sex.

b. Age.—The same classifications can be used for individuals as are suggested for groups. Thus a child belonging to a club classified as a "junior" group will be known in the agency as a "junior."⁸

⁸ Occasionally an individual is older or younger than the average age of the group to which he belongs. He is usually classified on the basis of the group, not on his chronological age.

c. School and grade.—This classification obviously refers only to those individuals of school age.

d. Occupation.—Occupation classifications tend to be very complicated and cumbersome. Agencies can usually work out a simple scheme adapted to their needs.⁹ Attention is called to the distinction between occupation and industry; that is, between the kind of work done and the place of employment. Both types of data may be useful.

e. Religious affiliation.—For most purposes the general categories of "Protestant," "Catholic," "Jewish," and "Other" are sufficient without breaking these categories down into denominations and sects.

f. Nationality background.—This classification is one of the most difficult to divide into categories. The object of the classification is to determine what the origin of an individual is—for example, Polish, Irish, or Italian—in order to know what cultural forces may influence his behavior patterns. Classification by country of birth is not especially significant for persons in their twenties or younger, because of the falling off of immigration during and after the World War; nor for older foreign-born persons because of post-war changes in European geography. Classification by nationality and also by mother tongue is too complicated and too much influenced by accidental factors to be very reliable.

g. Occupation of parents.—This classification applies to the parents of children and young persons in an agency's clientele. It is unnecessary to classify adult members according to the occupation of their parents. As is indicated under item 1*d*, "occupation" is distinct from "place of employment."

h. Economic status.—Although it is difficult to obtain detailed information on the economic status of the clientele of a group-work agency, it may be possible to make some general classifications such as: Lower-income group, medium-income group, and higher-income group. For agencies located in areas in which a large percentage of the population is on relief, the classifications "relief" and "nonrelief" may be sufficient.

2. Data which show relationship between the individual and the agency.

a. Number of individuals.—As is the case with groups, it is essential to know how many units—in this case, individuals—are affiliated with the agency at any given time.

b. Type of agency affiliation.—The following categories are not mutually exclusive but serve to show various ways in which an individual's affiliation with an agency may be expressed. An individual may at any given time have several types of agency affiliation depending on his relationship to various groups.

(1) Member—an individual who has qualified for membership in an organization according to one or more of the following criteria:

(a) By payment of a membership fee.

(b) By attendance at three sessions of a group that meets weekly.¹⁰

⁹ The classifications used by the U. S. Bureau of the Census may be helpful in suggesting items.

¹⁰ Fewer attendances may be required for groups that meet fortnightly or monthly.

(c) By belonging to a group admitted into membership in the agency.

(d) By signifying, in accordance with the agency's policies, a desire to belong. (This usually entails signing a pledge or declaration of intention to become a member.)

A member may be:

A registered member—one who has a card in the general agency file and is thus a part of the organization as a whole rather than of any specified group.

An enrolled member—one who is entered on the roll of a particular group but does not become a registered member of the agency until one of the conditions of membership listed above has been fulfilled.

(2) Participant—an individual who takes part in some activity. He may or may not be a member of the agency.

(3) Spectator—an individual who is present at an activity but does not take an active part. He also may or may not be a member of the organization as suggested above.

(4) Visitor—an individual who attends an activity but is not an enrolled member of the group.

(5) Attendant—a blanket term for an individual who is present in any capacity at one session of one activity or group.¹¹

(6) Regular attendant—an individual who has been present at 50 percent or more of the sessions of a group in any given period of time; that is, in a quarter, a half-year, or a year.

c. Duration of agency affiliation or tenure.—Individuals may be classified according to the length of time they have been affiliated with an agency.

d. Geographic distribution of individuals.—Addresses of individuals will indicate the geographic area from which they come. Such areas may be (1) blocks, (2) streets, (3) political subdivisions, such as wards, precincts, or census tracts, (4) neighborhoods, (5) communities, or (6) districts set up by the agency itself.

e. Summary classifications.—The individual's relationship to the agency may be summarized in the following ways. The first three of these classifications supply the most primary data in group work.

(1) Attendance—an aggregate figure which indicates for any given period of time, such as a day, a week, or a month, the total number of persons present at the activities of an agency. The same individual may be counted more than once.

(2) Enrollment—the number of persons whose names have been entered upon a roll or roster as indicating their interest in participating in the activities of a given group. Enrollment data, therefore, usually refer to a particular group, but they may be compiled for the agency as a whole. In this case the figures may involve duplications because the same individual may enroll in more than one group.

¹¹ Not to be confused with a person employed as doorkeeper or locker-room supervisor.

(3) Membership—the unduplicated count of registered members in an agency at any given time.

A fourth general classification is in use in some agencies, namely:

(4) Program or group-work hour—1 hour spent in the agency by one individual. Thus, a club of six members which meets for 2 hours has a total of 12 group-work or program hours.

Although this attempt to measure group work in terms of hours has attained considerable popularity, its usefulness does not seem to have been demonstrated. A more valuable procedure is to relate attendance figures to the types of group organization, which will give a picture of the kind of group experience and a rough approximation of the amount of time spent in the organization. This will spare the agency the burdensome task of collecting detailed data on the number of hours each person has been present.

C. STATISTICAL DATA RELATING TO FAMILIES

In agencies which place special emphasis on dealing with family groups the following data are basic:

1. Number of families.
2. Size of families.
3. Length of time affiliated with the agency.

The date of the first association of any member of the family is the base from which this is generally reckoned. In addition it is possible to classify families according to the identifying information concerning the head of the family, as, for example, nationality background (see item 1f, p. 11), occupation, and religious affiliation.

Chapter III.—The Collection of Data in Local Agencies

In this chapter the minimum essentials for record keeping in a group-work agency will be discussed; that is, the maintenance of records which will give the data that agencies require in evaluating their own work and of those which are necessary for reports to community and national agencies. The recording needs of group-work agencies vary widely—the small settlement operating in a remodeled dwelling will have very different problems from those of the large city-wide organization with a dozen branches. It is not possible to describe here all the records which will be needed by all types of agencies, but it is hoped that a discussion of general principles will enable organizations to adapt for their own uses the material presented on the following pages.

In all record systems the keynote should be simplicity. One of the aims of this chapter, therefore, is to discuss the simplest means possible of collecting data. The elaboration of the records and recording processes may be left to the individual agency once the essentials are understood and incorporated.

The importance of a unified system of records cannot be stressed too strongly; each type of record should gear into the record system of the agency as a whole and thus avoid the confusion and duplication which result when each department sets up its own records independent of the rest of the organization. Unification will also minimize the tendency to emphasize unduly certain types of records and to omit other types that are equally important.

A. GENERAL OBSERVATIONS

Before proceeding to the discussion of individual record forms a few general principles should be pointed out.

1. Responsibility for records.

Definite responsibility for records should be given to the staff as part of its work. The saying, "What's everybody's business is nobody's business" applies particularly to records. According to the principles of good agency administration the ultimate responsibility must rest with the executive; immediate responsibility should be delegated to the various staff members and necessary allowance made in their time schedules. In general, leaders of groups should be responsible for the records that pertain to their groups, heads of departments for their departmental records, and so on. The final compilation of agency reports should be the work of one person, preferably a well-qualified clerical worker. The

professional staff should be encouraged to take an interest in the records and should not feel that statistical recording is merely a matter of clerical routine and therefore of slight concern. On the other hand, sufficient help should be available (at least as far as the agency is able to furnish it) so that professional staff members may be spared the routine work of checking, filing, tabulating, and other work which can be done by the clerical staff. With a little planning and cooperation the burden of the work on records can be so distributed that no one will have to carry an undue share.

2. Use of standard filing equipment.

In planning a record system standard filing equipment, both forms and filing cases, will prove more efficient and in the end more economical. Odd sizes of paper placed carelessly in any paste-board box are not satisfactory. The standard sizes for cards are: 3 by 5 inches, 4 by 6 inches, 5 by 8 inches; and for paper: 8½ by 11 inches and 8½ by 13 inches. Cards and paper in these sizes can be obtained directly from any stationer or office-supply house, whereas other sizes have to be cut to order and are likely to be higher in price. Filing cases and cabinets in various materials from lightweight cardboard to heavy fireproof steel are available in the standard sizes. There are also special visible-index systems, but these will probably be found useful only to organizations in which the volume of work is large enough to warrant the extra expenditure for printing and special equipment.

3. Use of materials and equipment of good quality.

A plea should be made also for obtaining equipment and materials of good quality. It is usually found that the cheapest merchandise is the most expensive in the long run. Social agencies especially have a tendency to be "penny wise and pound foolish" in the matter of office equipment. Record forms that are to be used by staff workers and agency members throughout the year should be sufficiently durable to stand the strain of constant handling. Filing cases and cabinets should be sturdy, preferably of steel, and those that contain confidential records should be equipped with locks.

4. Convenient placing of filing equipment.

Equipment containing records should be placed so that those who need to have ready access to the records may be afforded it. On the other hand, confidential records and other material not intended to be available to the general membership should not be placed where they are likely to arouse curiosity or become a source of temptation. Provision should be made for a convenient place to receive such records as daily or weekly attendance counts. A volunteer leader should not be expected, after a strenuous session with a group, to walk up several flights of stairs to turn in a record to a supervisor when the record could just as well be left near the front door on the way out. A little attention to convenience may stimulate greater interest in records on the part of those who are expected to keep and use them.

5. Planning the record forms.

In planning the forms to be used for statistical records, particular attention should be paid to the format. Forms should be

large enough to contain all the items without crowding and small enough to make the record compact. As has been suggested, all forms should be on paper or cards of standard size.

The choice of color should be carefully considered. Dark colors should be avoided, as it is difficult to see the printing or writing on them. A complicated system whereby different colors denote various classifications of data tends to be confusing; three or four colors are all that can be used effectively. Colors chosen for this purpose should be sufficiently different to be readily distinguishable. Certain light shades are easily confused as, for example, light green and light blue, buff and yellow, salmon and orange.

Items should be conveniently and logically arranged. The first and most conspicuous item should be "name," and in the case of records for individuals, "address" should be in close juxtaposition, with "telephone number" nearby. Plenty of space should be allowed for typing or handwriting; it is annoying to the person making out the record to be cramped for space, and moreover, the efficiency with which such a record can be used is lessened if the material is too crowded to be legible. As far as possible the items should be arranged in an order that will facilitate tabulating. If the information is to be entered on the form in handwriting, lines should be provided for the replies to each item. If, however, all entries are to be made on a typewriter, the lines may be omitted from the form. Wherever practical the items should be so arranged that the reply may be checked (✓).

The wording of a record form should be clear and concise. The use of terms that may be interpreted in more than one way should be avoided. Questions should be so phrased that the answers will be in definite quantitative terms in order to avoid such replies as "some," "much," "little," and so forth. If it is desirable to have an entry for a particular item made in some special order, this should be indicated on the form. For example, the item for "name" should be arranged as follows to assure that surnames will always be entered first:

Name -----
(Last) (First)

One of the most important factors in planning record forms is the method of processing. The three most satisfactory methods in use at present are mimeographing, printing, and planographing (or other photographic printing process). Mimeographing is the least expensive and for that reason is particularly good for experimental forms or any kind of record in which there may be frequent changes. The disadvantage of this type of processing is that less material can be put on a given size of card or sheet. Printing is always satisfactory, but is likely to be expensive. The photographic processes such as planographing are being used increasingly and with great satisfaction. The fact that copy can be reduced to a much smaller size is a further advantage. On forms requiring the reproduction of a large number of lines the photographic processes will prove less costly than printing but a great deal of care must be taken in preparing the original copy for photographing.

B. BASIC FORMS

In order to guide agencies in planning their forms and to utilize the results of some of the experimental work that has been done to date, sample forms are presented here to show the minimum essentials of a simple, coordinated record system. Emphasis has been placed on the essential items because experience has shown that agencies can usually add items desired for their own use, but frequently do so at the expense of essential material. The examples given on the following pages are intended only as skeleton forms which include the fundamental items; other items may be added as agencies see fit.

Ten basic forms are presented. The procedures, the names of the suggested forms, and the numbers assigned to the forms in this manual are listed below:

<i>Procedure</i>	<i>Name of form</i>	<i>Form number</i>
1. Individual application for membership or temporary registration.	Application for Membership (or Temporary Registration Card).	I. <i>a, b, c.</i> (See pp. 20-22.)
2. Individual registration.	Registration Card (permanent).	II. <i>a, b, c.</i> (See pp. 26-31.)
3. Group registration.	Group Record Face Sheet (or Group Registration Record).	III. (See p. 33.)
4. Group enrollment.	Group Roster Sheet (or Enrollment Blank).	IV. (See p. 35.)
5. Group attendance.	Group Attendance Record (detailed).	V. (See p. 37.)
	Group Attendance Record (summary).	VI. (See p. 38.)
6. Agency daily attendance.	Daily Attendance Record.	VII. (See p. 42.)
7. Agency monthly summary of attendance and membership.	Monthly Summaries of Attendance and Membership.	VIII. (See pp. 46-47.)
		IX. (See pp. 48-49.)
8. Agency annual summary of membership make-up.	Annual Summary of Membership.	X. (See p. 50.)

In presenting the material on each form the following order will be used: (1) Essential items, (2) the sample form, (3) explanation of certain items on form, (4) size of form and type of processing, (5) material and color, (6) when filled out, (7) by whom filled out, (8) how filed, and (9) comments and further suggestions. The essential items discussed under (1) are among those appearing on the form for the purpose of obtaining information. On all forms identifying data such as name and address of the organization using the form, the name of the form, form number, date printed or processed would, of course, appear.

**Form I.—APPLICATION FOR MEMBERSHIP
(or Temporary Registration Card)**

1. Essential items:

Name.
Address.
Telephone number.
Date of application.
Sex.
Date of birth.
Place of birth.
School and grade.
Occupational data (firm or employer and job).
Names of parents (or spouse).
Activities desired.
Membership in other organizations.

2. The sample form.

Three sample forms are given: for children, for young people, and for adults.¹ The significant differences in these forms are that the child's form assumes that he is in school and that he lives with his family; the young person's form is almost the same as the child's form except for the suggested item, "Do you live with your family?"; and the adult's form omits all reference to age and name of parents, but asks for "Name of spouse" and "Number of children."

3. Explanation of certain items on form.

Form Ia (For children):

Item 5, *Age*.—Age at time of application.

Item 10, *Grade*.—The entry should be the grade attended at the time of application. If the child is not in school, the entry should be the highest grade completed at the time of application.

Item 16, *To what other organizations do you belong?*—Under this item should be entered the names of organizations or groups, other than the registering agency, to which the individual belongs or with which he is affiliated. Agencies will differ in the amount of detail requested under this item.

Application received by.—Every application should be signed by a staff member who should take responsibility for the accuracy of the information given.

4. Size of form and type of processing.

8 by 5 inches, if mimeographed; 6 by 4 inches, if planographed; 5 by 3 inches, or 6 by 4 inches, if printed.

5. Material and color.

Mediumweight paper, 20-pound bond, or lightweight, 100-pound cardboard, in white (or any color not used for permanent cards).

6. When filled out.

The application should be filled out the first time the individual comes to the agency and expresses a desire to belong. In organizations that require the payment of a fee in order to join, the application should be filled out when the fee is paid or when arrangements for paying are made.

7. By whom filled out.

This will vary according to the physical lay-out and the administrative practices of the agency. If there is a reception or information desk at the entrance, the worker in charge of that desk should fill out the application forms; otherwise the group leader, the department head, or someone appointed by the latter should be responsible for these forms. It is sometimes possible to use volunteers for this work. It is not recommended that children under 14 years of age fill out their own cards.

¹ In presenting these forms it is assumed that the children's form will be used for children of grammar-school age, the young people's form for persons over grammar-school age but under 21 years of age, and the adults' form for persons over 21 years of age.

8. How filed.

The record cards should be filed alphabetically by surname in a separate file drawer (or cabinet) located either in the central office or in departmental offices. The cards should be checked against the agency's master file to see whether the individual has been registered previously. If an agency has a general registration at the beginning of the program year, it is not necessary to keep these application cards longer than the current year. When a permanent registration card (Form II, pp. 26-31) is made out, the temporary registration card or application for membership (Form I, pp. 20-22) should be either destroyed or attached to the permanent record. When temporary cards are used the permanent record cards need not be made out until an individual shows definite indication of remaining active in the organization; this practice will vary with age of members and type of group organization, and each agency may work out its own procedure.

9. Comments and further suggestions.

An item for age is suggested because it is useful for quick reference. It also serves as a check on the accuracy of the data given for "date of birth."

Organizations dealing with young persons may want to know the "highest grade completed" as this may help them to plan their educational groups.

In large industrial centers many young persons do not live with their families, and information in regard to the kind of place in which they live, that is, hotel, boarding house, with friends, and so forth, may be of value in organizing social activities. This item was not included in the list of essential data, but some agencies may find it useful.

Adults are often reticent about giving information in regard to their ages and therefore items on "date of birth" or "age" are usually omitted from their records. The item "number of children" is not essential, but it is often desirable to have this information. Sometimes it is helpful to subdivide this information into "children under 18" and "children 18 and over."

An agency which desires its membership to sign a pledge can place such a statement on the back of the application form or on a section which may be detached and retained by the individual.

Another item which may be added is one on "interests" which may serve to suggest activities to be added to the program.

If membership fees are paid, it is recommended that such records be kept on separate forms because it is better administrative procedure to separate the financial from the statistical records.

Although the use of Form I is highly recommended, it is not a prime requisite of a recording system. This record can be used effectively in several ways. It serves to keep the membership records clear of persons who are active in the agency for only a short time. It provides enough identifying information to clear with the social-service exchange, other agencies, or, in the case of highly departmentalized organizations, with other departments. Through use of such a form, it is possible to determine at an early date those individuals who need group-work service, but who require special attention before they will participate in activities.

This record also provides a means of following up persons who come to an agency for only a short time and then drop out. It may thus be useful to agencies in indicating a potential source of membership.

Application for Membership

1. Name ----- (Last) ----- (First) ----- 2. Date of application ----- (Mo. Da. Yr.) -----

3. Address ----- 4. Date of birth ----- (Mo. Da. Yr.) ----- 5. Age -----

6. Phone number ----- 7. Place of birth ----- 8. Sex: M. ----- F. -----

9. School ----- 10. Grade -----

11. If working, firm or employer ----- 12. Job -----

13. Name of father or guardian ----- 14. Name of mother -----

15. What activities do you want to join? -----

16. To what other organizations do you belong? -----

17. Remarks -----

----- Application received by -----

(Name of Organization)

Application for Membership

1. Name ----- (Last) ----- (First) ----- 2. Date of application ----- (Mo. Da. Yr.) -----

3. Address ----- 4. Date of birth ----- (Mo. Da. Yr.) ----- 5. Age -----

6. Phone number ----- 7. Place of birth ----- 8. Sex: M. ----- F. -----

9. School ----- 10. Grade ----- 11. If not in school, highest grade completed -----

12. If working, firm or employer ----- 13. Job -----

14. Do you live with your family? ----- 15. If not, with whom? -----

16. Name of father or guardian ----- 17. Name of mother -----

18. Address of parents -----

19. What activities do you want to join? -----

20. To what other organizations do you belong? -----

21. Remarks -----

----- Application received by -----

(Name of Organization)

Application for Membership

1. Name ----- (Last) ----- (First) ----- 2. Date of application ----- (Mo. Da. Yr.) -----
3. Address ----- 4. Place of birth -----
5. Phone number ----- 6. Sex: M. ----- F. -----
7. If working, firm or employer ----- 8. Job -----
9. Name of spouse ----- 10. Number of children -----
11. What activities do you want to join? -----

12. To what other organizations do you belong? -----

13. Remarks -----

- Application received by -----

Form II.—REGISTRATION CARD (Permanent)**1. Essential items:**

Name.
 Address.
 Telephone number.
 Dates of registration, first and present.
 Date of birth.
 Place of birth.
 Sex.
 School and grade.
 Occupational data (firm or employer and job).
 Name of parents (or spouse).
 Place of birth of parents (list separately).
 Nationality background of parents (list separately).
 Occupational data for parents.
 Agency affiliations.
 Membership in other organizations.

2. The sample form.

The same basic registration card should be used by the entire agency. It may be necessary to make some modification of the forms to be used for children, young persons, and adults.

3. Explanation of certain items on form.***Form IIa (For children):***

Item 9, *Date of first registration*.—This item indicates the first time the individual was registered in the agency.

Item 15c, *Descent*.—This refers to nationality background of the registrant—Polish, Italian, Croatian, and so forth.

4. Size of form and type of processing.

8 by 5 inches, if mimeographed; 6 by 4 inches, if planographed; 5 by 3 inches, or 6 by 4 inches, if printed.

5. Material and color.

A heavyweight cardboard, 120- or 130-pound. For organizations serving children and adults, it is suggested that one color be used for boys' records, one for girls', and a third color for adults'. Blue, pink, and yellow are recommended. An organization in which the membership is composed of only one sex might use two colors to denote age divisions.

6. When filled out.

This card should be filled out when the individual is admitted to membership in the organization. Because different policies regarding membership are in force in different agencies, it is not possible to make a detailed statement of procedure. It is recommended, however, that in the case of groups that meet weekly an individual should be registered on this form at his fourth attendance. An exception to this procedure may be made in the case of agencies that use the temporary registration card. In these agencies the temporary card can be transferred to the permanent file and can be replaced within a reasonable time by a permanent card.

7. By whom filled out.

This will depend on the agency's resources and lay-out of physical plant. If the groups are small, it is recommended that the leader be responsible to his immediate supervisor for the preparation of these records. If a great deal of registration has to be done at one time, department heads may send special workers (staff or volunteer) to the various groups to take care of the registration. In small organizations registration may be handled at a central registration desk; in large organizations, at departmental offices.

8. How filed.

Registration cards should be filed alphabetically by surname. It is absolutely essential that there be a central or master file of an agency's membership in order to keep an unduplicated count of the members and to make it possible to ascertain quickly an individual's group affiliation. In a small organization with a central office that is easily accessible to all departments the registration cards themselves can be used for the master file. One person,

preferably a clerk, can be detailed to take care of the file—putting in the new cards, checking duplications, and making whatever adjustments are necessary from day to day. In a larger organization in which it is desirable that departments or other units keep their own files, the master file will have to be made up of either duplicates of the registration cards or a master card containing minimum information that will serve as an index to the more complete cards in the other files. A good procedure is to have the departments do their own registering and then send the original registration cards to the central office. Here a clerk copies on a blank 3- by 5-inch card the most essential information, including the member's name, the department in which registered, his address, date of birth, date of registration, father's and mother's names, and his agency affiliation, as follows:

Jones, Thomas	Young men's department
2456 W. 35th St.	
May 20, 1923	October 15, 1938
Ralph C. Jones	
Mary Marshall Jones	
Manual training class	
Gold Key Club	

The original registration card is then stamped with the date on which the master card is put into the file and the same date is stamped on the master card opposite the name of the group. The department thus has a check that the registration card has been copied and properly entered in the master file. If another department or administrative unit registers the same individual, a second entry will be made on the master card and the original registration card will be returned to the second department. Only one master card is made out for a member and used from year to year, but it is put into the current or active file for another year only if a registration card is sent up from a department. At the end of the program year the master file is closed and a new one begun for the next year.

The procedure for agencies in which membership expires 1 year from the date of registration may be slightly different, especially if a membership fee is required. In that case the payments are usually taken care of at the central office, and a notice is sent to the respective departments. It may also be necessary to have a second file in which the membership is arranged according to the date of registration, and in such case space for the date of registration should be provided toward the top of the master card to allow for ready filing. The records of members who do not reregister on time may be placed in a pending file and if an individual does not reregister after a reasonable length of time, his card should be put in the closed file

9. Comments and further suggestions.

The registration card is one of the most important basic statistical records and great care should be taken in its development and use.

The following items may be useful in certain situations: "Marital status" in the case of agencies having a large adult program; "Race" when the agency deals with mixed racial groups; "Highest grade completed" if the agency has a large educational program; "Religious affiliation" in the case of mixed cultural groups or of agencies having a religious interest. Some agencies may want to enter the payment of dues on the card, but it is preferable to keep a separate financial record. In cities where there are census-tract divisions, space for that item is very desirable. Lastly, if an agency assigns a registration or serial number to each record, that number should be entered in a conspicuous place. Supplementary data for various departments can be obtained on separate records or by additions to this card.

Whether a new card should be made out each year or the card should be planned for several years is largely a matter for decision of the individual agency. It has been found that more accurate data are obtained by having a new card made out annually, but a card designed for a 5-year period gives a more complete record of the individual and his relationship to the agency and theoretically should save considerable time and effort. If the card is to be used for several years, there should be ample space for recording those data which may change frequently, such as address, school, grade, employer, and agency affiliation. The master card suggested on page 24 is one way of keeping a long-time record even though a new registration card is filled out every year.

The suggested form for the reverse side of the registration card is designed for a 5-year card, but can be used also on a 1-year card.

It should be emphasized that a registration card is not intended to be a complete individual record but rather a summary of and an index to such records where they exist. Much of the material agencies now put on registration cards should be reserved for more detailed individual records.

1. Name -----
(Last) (First)
2. Date of registration -----
(Mo. Da. Yr.)
3. Address -----

4. Date of birth -----
(Mo. Da. Yr.)
5. Age -----
6. Place of birth -----
7. Sex: M. ----- F. -----
8. Phone number -----
9. Date of first registration -----
(Mo. Da. Yr.)
10. Number of brothers and sisters -----
11. School -----
12. Grade -----
13. If working, firm or employer -----
14. Job -----
15. Data regarding parents (if not living with parents, give data regarding guardian):

	a. Name	b. Place of birth	c. Descent	d. Place of employment	e. Job
Father					
Mother					

16. Agency affiliations -----
17. Membership in other organizations -----
- Filled out by -----

(Name of Organization)
Registration Card

RECORD OF ACTIVITY

YEAR

ACTIVITY

Form IIa (For children)
REGISTRATION CARD (reverse side)

1. Name (Last) (First) 2. Date of registration (Mo. Da. Yr.)

3. Address 4. Date of birth (Mo. Da. Yr.) 5. Age

6. Place of birth 7. Sex: M. F.

8. Phone number 9. Date of first registration (Mo. Da. Yr.)

10. Number of brothers and sisters 11. School 12. Grade

If not in school, highest If working, firm

13. grade completed 14. or employer 15. Job

16. Data regarding parents (if not living with parents, give data regarding guardian):

	a. Name	b. Place of birth	c. Descent	d. Place of employment	e. Job
Father					
Mother					

17. Agency affiliations

18. Membership in other organizations

Filled out by

(Name of Organization)
Registration Card

1. Name (Last) (First) 2. Date of registration (Mo. Da. Yr.)

3. Address 4. Phone No. 5. Sex: M. F.

6. Children: a. Name: b. Age:

7. Place of birth 8. Descent

9. If working, firm or employer 10. Job

11. Data regarding spouse: a. Name b. Place of birth c. Descent

d. If working, firm or employer e. Job

12. Agency affiliations

13. Membership in other organizations

Filled out by

(Name of Organization)
Registration Card

RECORD OF ACTIVITY

[illegible]

Form III.—GROUP RECORD FACE SHEET (or Group Registration Record)**1. Essential items:**

Name of group.

Type of group organization.

Age group.

Sex of members.

Date of filling out record.

Date of original formation of group.

Type of (or reason for) formation.

Day and time of meeting.

Place of meeting.

Data regarding leader (or leaders), including—

a. Name.*b.* Address.*c.* Telephone number.*d.* Staff member or volunteer (pay status in agency).*e.* Date of assuming charge.

Data regarding officers (if any), including—

a. Name.*b.* Address.*c.* Telephone number.*d.* Date of assuming charge.

Group affiliations within the agency and with outside organizations.

2. The sample form (see p. 33).**3. Explanation of certain items on form.**

Item 2. *Type of group organization.*—The classifications in this item are clubs, classes, teams, special-interest groups, intergroup committees and councils, groups organized under national programs (see p. 10) and groups without definite enrollment.

Item 3. *Age group.*—This refers to the classifications listed on page 8.

Item 7. *Type of formation.*—The classifications for this item are gang or natural group, interest group, nucleus (small group to which other members may be added), formed group (members selected by staff workers).

Item 11. *Group affiliations within the agency.*—This refers to membership of the group in such intrahouse activities as "house council," "junior council," or other groups composed of representatives of two or more groups meeting in the agency.

Item 12. *Group affiliations with outside organizations.*—This refers to such organizations as interagency athletic leagues, intersettlement councils, and youth organizations.

4. Size of form and type of processing.

8½ by 11 inches, mimeographed or planographed.

5. Material and color.

Heavyweight paper 24- or 28-pound ledger, white, if planographed; on special mimeograph paper, if mimeographed.

6. When filled out.

This record should be made out each year within 1 month after the group begins to meet.

7. By whom filled out.

This record should be filled out by the leader of the group, and checked by the supervisor or departmental head.

8. How filed.

The group registration record should be filed with the narrative record of the group, if there is one; if not, it should be placed in a folder together with any other material about the group. It is suggested that groups be given code or serial numbers and that the records be filed numerically. Otherwise they should be filed according to sex and age groups or according to day and time of meeting. Alphabetical filing is generally unsatisfactory because groups are likely to change their names frequently and this causes confusion when referring to them. Whether these records are filed in the central office or in departmental offices will depend on the facilities of the organization.

9. Comments and further suggestions.

The face sheet or group registration record is the best means for keeping together in one place pertinent information about a group; that is, information which changes relatively little during the year. It furnishes the basic data from which analyses of groups may be prepared periodically and will be found very useful by the agency in making any evaluation of its groups.

Other items for administrative purposes or for qualitative study of the group may be added to this form. It is recommended that items such as activities desired by the group and other material that relates only to the program be kept separately.

(Name of Organization)

Group Record Face Sheet

1. Name of group

2. Type of group organization

3. Age group 4. Sex of members

5. Day and time of meeting

6. Place of meeting

7. Type of formation 8. Date

9. Data regarding leader:

a. Name	b. Address	c. Telephone number	d. Staff member or volunteer	e. Date of assuming charge

10. Data regarding officers:

a. Name	b. Address	c. Telephone number	d. Date of assuming charge

11. Group affiliations within the agency

12. Group affiliations with outside organizations

Date record filled out

Form IV.—GROUP ROSTER SHEET (or Enrollment Blank)**1. Essential items:**

Name of group.

Name of leader.

Data for each member—

Name and address.

Date of enrollment.

Date of birth.

School or occupation.

Date of leaving for those who drop out.

2. The sample form (see p. 35).**3. Explanation of certain items on form.**

Date of enrollment.—Under date of enrollment enter in red the date of leaving for those who drop out.

4. Size of form and type of processing.

8½ by 11 inches, printed or mimeographed.

5. Material and color.

Heavyweight paper, 20- or 24-pound bond, white.

6. When filled out.

This record should be filled out each year as soon as possible after the members are registered.

7. By whom filled out.

The roster should be filled out by the group leader and checked by the supervisor or departmental head.

8. How filed.

The roster sheets should be filed with the group registration records.

9. Comments and further suggestions.

The purpose of a roster sheet is to provide a record of the membership in a group as long as the group remains intact. It differs from an attendance record in that it gives only the date of entry and date of leaving of each member and does not give any of the detailed data on attendance. The record furnishes more detail on the individual members than it is possible to include in a group attendance record.

As an additional item it is suggested that the registration or serial numbers of the individual members be entered on the form if such numbers are included on the agency's registration card. This serves as a check to indicate whether or not a member is registered and furnishes a ready reference to the registration card. It is important to check periodically to see that all members included on the roster sheet have been registered in the agency.

(Name of Organization)

Group Roster Sheet

Name of group -----

Name of leader -----

Name and address of members	Date of enroll- ment*	Date of birth	School or occupation
1. ----- -----			
2. ----- -----			
3. ----- -----			
4. ----- -----			
5. ----- -----			
6. ----- -----			
7. ----- -----			
8. ----- -----			
9. ----- -----			
10. ----- -----			
11. ----- -----			
12. ----- -----			
13. ----- -----			

*Enter in red underneath the date of enrollment the date that members are dropped.

Form V.—GROUP ATTENDANCE RECORD (Detailed)

1. Essential items:

Name of group.
 Type of group.
 Leader's name, address, and telephone number.
 Day and time of meeting.
 Place of meeting.
 Department or branch.
 Name, address, and telephone number of each member.
 Space for recording attendance at each meeting.
 Total number of members at each meeting.
 Total number of visitors at each meeting.

2. The sample form (see p. 37).

3. Explanation of certain items on form:

Type of group.—This item refers to the division of groups into "clubs," "classes," "teams," and so forth. For examples of types of groups see Form VIII (pp. 46-47) and the discussion on page 10.

Total members.—This item refers to the total number of enrolled members at each meeting.

Visitors.—In this item should be entered the number of persons in attendance who are not enrolled members of the group.

4. Size of form and type of processing.

Not larger than 11½ by 9½ inches, in order to fit into a standard letter-size filing cabinet, nor smaller than 11 by 8½ inches; printed or planographed.

5. Material and color.

A heavyweight manila, 140- or 160-pound, or similar tough material.

6. When filled out.

This record should be made out as soon as possible after the first meeting of the group. The attendance data should be entered at every meeting.

7. By whom filled out.

The group leader should be directly responsible for filling out this record and keeping it up to date. Even though the actual entries are made by a member of the group, the leader should make periodic checks to see that the data are properly filled in.

8. How filed.

Group attendance records should be filed according to the days on which the groups meet. In order to afford easy access to the records, they should be kept in the office of the supervisor immediately responsible for the groups to which the records refer.

9. Comments and further suggestions.

The group attendance record is one of the most essential and important statistical records. It is designed for groups with definite enrollment. This record provides a convenient means of recording attendance data from week to week and facilitates analyses of these data.

There should be space for approximately 20 names on one card and the record should cover 1 program year (or period if groups are organized for shorter units of time). Instead of having the names of the months printed, a more flexible record results if the column headings are left blank and the names of the months are filled in as needed. The reverse side of the form may be prepared for reporting attendance for an additional 6-month period.

When prospective members attend the group meetings, their names should be written on the record in pencil or on a separate sheet and clipped to the card. When they become regularly enrolled members their names should be entered permanently.

Space for recording that dues have been paid may be added as suggested on the sample form.

Form VI.—GROUP ATTENDANCE RECORD (Summary)

1. Essential items:

- Name of group.
- Classification or type of group.
- Name of leader (or person responsible for group).
- Date of meeting.
- Total attendance (subdivided into participants and spectators when breakdown is significant).

2. The sample form.

Date of meeting _____

GROUP ATTENDANCE RECORD (Name of organization)

1. Name of group _____

2. Class. _____

3. Name of leader _____

4. Total attendance _____

a. Participants _____

b. Spectators _____

5. Remarks _____

Form VI
GROUP ATTENDANCE RECORD (summary)

3. Items on form are self-explanatory.
4. Size of form and type of processing.
5 by 3 inches, printed or mimeographed.
5. Material and color.
Lightweight cardboard, 100-pound, of a color that will not be confused with other records.
6. When filled out.
Immediately after each group meeting.
7. By whom filled out.
The record should be filled out by the person responsible for the group.
8. How filed.
If possible, attendance data on these records should be posted on the daily attendance record (see Form VII, p. 42) immediately after the group meets. The records should be filed by date in either the central or the departmental offices. At the end of the month *after* the monthly report has been compiled, these records may be destroyed as all data, by that time, should have been included in the monthly report. It is important, however, that the records be saved until the compilation is completed and checked in order that any inaccuracies may be corrected from the original data.
9. Comments and further suggestions.
This is an essential record in cases where it is neither possible nor desirable to record the attendance of individual members in a group. This form is intended for groups without definite enrollment, either regularly scheduled or special events.
A modification of this form may be used for groups with definite enrollment. In this case the record serves as an intermediate step for the purpose of posting the data from the group attendance record onto the daily attendance sheet. If such a record is used, the total attendance should be subdivided into the attendance for members and visitors and an item added for enrollment.

It is also desirable to have a similar form, possibly of a different color to permit easy identification, on which the attendance of group activities conducted jointly with other agencies and of groups of outside agencies using the reporting agency's facilities can be recorded. On such a form the two subdivisions of item 4 (see sample form, p. 38), "Total attendance" should be changed to read: "*a.* Agency members, *b.* All other persons."

Collection of these data is often difficult because the groups may be large and there is not always efficient administrative machinery for counting and recording the attendance. The following suggestions have been gathered from agency practices in the past and may be helpful:

(1) Attendance of groups which meet in a theater or an auditorium may usually be counted in relation to a known seating capacity.

(2) In the case of special events in which admission is by ticket, the collected tickets may serve as a means of counting the attendance. (This may not always be entirely accurate.)

(3) A count of attendance on playgrounds is often very difficult to obtain with any degree of accuracy. The best procedure at present is to take a count at the time of the probable maximum attendance during each period (morning, afternoon, and evening) that the playground is open. If the groups are very large, this count may have to be an estimate. Attendance at special events on a playground will usually have to be estimated as the crowds are so large that it is impossible to obtain an accurate count.

(4) Groups which use gymnasiums, swimming pools, game rooms, art studios, and the like, can be counted: (*a*) by the person in charge if the attendance is small and remains stable throughout the session; (*b*) by asking the members to sign a slip posted at the entrance or other convenient place; (*c*) by an attendant² at the door or by locker or basket clerks. Objections to the third method on the ground that it is too formal and "institutional" can be avoided by attention to the spirit in which it is done.

(5) Library attendance should be the count of borrowers and readers and not of circulation. Various methods for obtaining attendance in libraries and reading rooms may be used: (*a*) Signing at the door; (*b*) a tally sheet kept by some one in charge; and (*c*) for a library used largely by adults, a slip deposited in a conveniently placed box.

It is strongly recommended that this form be filled out and turned in to the proper office daily and not allowed to accumulate over a period of time. It has been the experience of many agencies that when records are called for at the end of the month the original data have been lost or misplaced. As a result, workers try to fill in the items from memory—a procedure which may result in the collection of inaccurate data.

² "Attendant" used in this sense means a person employed to look after a locker room or the like. This usage should not be confused with that in ch. II, p. 12.

Form VII.—DAILY ATTENDANCE RECORD**1. Essential items:**

Name of organization.

Month and year.

Name of each activity.

Classification for each activity.

Sex and age groups.

Space for attendance for each activity each day of the month.

Total sessions and total attendance for each activity.

2. The sample form (see p. 42).**3. Explanation of certain items on form.**

Name of activity.—Enter in this column the name of each separately organized group or activity which is used as the unit in the attendance counts.

Classification.—This column should be used to indicate the type of group, as "club," "class," "team," and so forth. For an example of types of groups see Form VIII (Children's Bureau Form G-1, pp. 46-47) and the discussion on page 10. If Form VIII is in use by the agency as a monthly summary, it will simplify the process of using Form VII to use the numbers given to each item on Form VIII (for example, 1a for clubs, 1c for teams, and so forth) instead of entering the classification name.

Sex.—If both sexes are represented in a group, use the term "mixed" (Mx).

Age.—This column refers to the age-group classifications; suggested subdivisions are found on page 8.

4. Size of form and type of processing.

22 by 17 inches, planographed (17 by 11 inches is sufficiently large for use in smaller agencies).

5. Material and color.

Heavyweight paper, 32- or 36-pound, ledger white.

6. When filled out.

The posting should be done daily. Totals should be obtained within a week after the close of the month.

7. By whom filled out.

It is strongly recommended that responsibility for this record be given to a clerical worker. Such a worker should do the daily posting and the monthly totaling. In some small agencies it is possible to have this record placed in the central office where each group leader can enter the attendance for his groups each day. When this is done, one member of the staff should be responsible for seeing that all entries are properly made and for preparing the totals at the end of the month.

8. How filed.

The completed records should be filed in the central office according to year and month.

9. Comments and further suggestions.

This is another basic record form, and its use is recommended for all agencies, large or small.³ It provides a means of compiling the monthly attendance data for the agency as a whole. It has been found even in very large agencies that the posting of the data can be done every day without consuming an undue amount of time, perhaps an hour a day for one worker.

The attendance data for this record should come from the group attendance record either detailed (Form V, p. 37) or summary (Form VI, p. 38). Except in small agencies it is recommended that Form VI be used, as suggested on page 38, as an intermediate step between the detailed group attendance record (Form V) and the daily attendance record (Form VII). If a definite place

³ In some large agencies it may be desirable to post only the monthly totals by the classifications as shown on Form VIII (Children's Bureau Form G-1, pp. 46-47), instead of posting the attendance data daily. Most agencies will find, however, that the record of daily attendance is not only valuable but that it takes only a minimum amount of time to prepare and it can give an excellent record of an agency's work over a period of years.

is provided for the Form VI records, the group leaders can turn them in immediately following their group meetings; the clerical worker in charge of Form VII can set aside a definite time each day for posting the data for the previous day. The summary records (Form VI) may then be filed by date and at the end of the month they will be available for checking any errors.

If the material on this record is arranged in relation to Form VIII (Children's Bureau Form G-1, pp. 46-47), the latter can be more quickly and accurately filled out. As far as possible the groups should be listed in the order of the classifications given on Form VIII. If this is done, the totals can be posted directly without additional computations or rearrangement.

To assist in visualizing the use of Form VII the sample form (see p. 42) has been partially filled in to show the recording for certain types of regularly scheduled groups with definite enrollment. Additional lines may be used for groups without definite enrollment, for special events, and for recording daily counts pertaining to the items appearing in section D, "Services to Individuals," of Form VIII.

In the sample form, for those groups with which visitors meet, a diagonal line is drawn across the square provided for entering the attendance for each day. In the upper triangle is entered the total attendance, and in the lower triangle the attendance of members (total attendance minus the count of visitors). For those groups with which visitors do not meet, only the figure for total attendance is entered. The same arrangement in regard to the count of total attendance and participants should be followed for the groups without definite enrollment.

Daily Attendance Record

NAME OF ORGANIZATION South Side Settlement MONTH OF January YEAR 1939

NAME OF ACTIVITY	CLASS.	SEX	AGE	DAY OF MONTH											TOTAL		
				1	2	3	4	5	25	26	27	28	29	30	31	SESSIONS	ATTENDANCE
Regularly Scheduled Groups With Definite Enrollment																	
Clubs																	
Activities for All Members																	
Gold Key Club	Club	M	Jr.		10										18		5 86
Lafayette Club	Club	M	Sr.	13/11											15/7		6 65/40
Mother's Club	Club	F	Ad.			60/40									15/7	51/46	5 340/280
Total Attendance / Members				13/11	10	60/40									15/7	18 51/45	16 491/406
Activities for Special Groups																	
Lafayette's Special Committee	Sub-Group	M	Sr.			4/3							4				2 8/7
Mother's Club Executive Com.	Sub-Group	F	Ad.	4										5			3 14
Total Attendance / Members				4		4/3							4		5		5 22/21
Courses																	
Cooking Class	Class	F	Int.				10		9								5 49
Woodworking Class	Class	M	Int.					11		12							4 45
Citizenship Class	Class	MX	Ad.			21/20				21/23							4 93/80
Total Attendance / Members						31/30	11		9	39/35							13 187/174
Teams																	
Boxers	Team	M	Int.			58/8									43/8		2 101/16
Bears	Team	M	Int.			35/10				55/10							3 125/30
Total Attendance / Members						58/8	35/10			55/10					43/8		5 226/46
Total: Regularly Scheduled Groups With Definite Enrollment																	
Total Attendance / Members				13/11	14 12/31	66/40	11		64/19 39/35			4	15/7	23 100/83		39	926/647

Forms VIII and IX.—MONTHLY SUMMARIES OF ATTENDANCE AND MEMBERSHIP

The only basic attendance summaries which are in general use and which cut across community and agency lines are those included on the group-work report forms, G-1 and G-2,⁴ developed by the Children's Bureau, United States Department of Labor. In this manual Form G-1 is identified as Form VIII, and Form G-2 is identified as Form IX. Although these forms are intended primarily as reports to be sent to a central or outside organization, they can also be used by the agency as a summary record of activities for the month.

Paragraphs on (1) essential items, (3) explanation of certain items on form, (4) size of form and type of processing, (5) material and color, and (6) when filled out, are omitted from the discussion of these printed forms.

2. The sample forms (see pp. 46-49).

In developing the group-work forms, the Children's Bureau found that all types of agencies could not be included on one report; it was necessary, therefore, to prepare two forms. Of these, Form G-1 is designed for settlements, associations, boys' clubs, and other similar agencies. The other form, G-2, is intended for local groups organized under national programs, including the Boy Scouts of America, Camp Fire Girls, Inc., and Girl Scouts, Inc. The differences between the two forms are due to differences in emphasis and administrative procedures. The agencies that use Form G-1 for the most part have their own buildings and equipment and usually have a variety of types of groups with overlapping membership. These agencies have comparatively complete data on group activities but may have difficulty in keeping agency membership counts. The organizations using Form G-2 for the most part do not have their own buildings and equipment and have relatively few types of groups and little overlapping in membership. Membership records in these agencies are accurate and detailed, but the records on group attendance for the agency as a whole are generally incomplete.

7. By whom filled out.

The monthly summary should be compiled by the same clerical worker who has charge of the daily attendance record or by some other staff member who has been assigned responsibility for compiling this record. In either case it should be carefully reviewed by the agency executive or someone appointed by him.

8. How filed.

This form should be filed by year and month and kept in the central office.

9. Comments and further suggestions.

The Children's Bureau forms are basic record and report forms and are not all inclusive. They are intended to cover only group-work services and certain selected items on services to individuals. Agencies that render additional services and wish to record such data should do so on a supplementary form.

For those organizations that would like to provide for sex and age classifications on their monthly summary, it is suggested that the same general form be retained, but that the items pertaining to groups in section A be subdivided to show sex and age classifications and that the items in section B be subdivided to show the sex classifications of groups (see an adaptation of Form VIII, pp. 74-77). It may also be desirable to use a separate form for each department in addition to the one for the agency as a whole.

Copies of the detailed instructions for filling out these forms are reproduced in the appendix, pages 88-103. It may, however, be helpful to agencies to have here some specific suggestions for filling out these monthly summaries.

⁴ These forms can be obtained from the Superintendent of Documents, Washington, D. C., at a cost of \$1 per hundred. The instructions are available for free distribution upon application to the Children's Bureau, U. S. Department of Labor, Washington, D. C.

Form VIII (Children's Bureau Form G-1)

Section A. Regularly scheduled groups.

Item 1. *Groups with definite enrollment.*—The data for this item may be taken directly from the daily attendance record (Form VII, p. 42). If the groups are listed on Form VII in the order of the classifications given in this item, that is, all clubs together, and then all classes, and so forth, the totals can be computed very easily at the end of the month.

Item 2. *Groups without definite enrollment.*—The data for this item should come directly from the daily attendance record (Form VII, p. 42). The primary data will be those included in the summary record for group attendance (Form VI, p. 38) and can be transferred to the daily attendance sheet. The figures for participants should be recorded on the daily attendance record as suggested on page 41.

Section D. Services to individuals.

Provision may be made to obtain this material from the daily attendance record (Form VII). Counts of the various services included can be posted daily to the daily attendance record and then the monthly summary posted to Form VIII. In some agencies it may be found desirable to have the workers taking the counts submit only a monthly total, which can be posted directly to Form VIII.

Section E. Unduplicated count of members.

The figures for the unduplicated count of members should be taken directly from the file of permanent registration cards (Form II) or from the master file (see p. 24) in case the permanent record cards are left in the various departments. There should always be a file for active members during the current year. This may be kept in either of two ways—to yield a net membership count or a cumulative membership count.

For those agencies that wish to be able to obtain a net count of members at any given time it will be necessary to adopt a policy with regard to dropping members. Some agencies arbitrarily state that a member will be dropped after three consecutive unexplained absences. In agencies that require the payment of a membership fee, membership usually expires a year from the date of payment of the fee. Therefore, if the membership is not renewed according to the agency's regulations, the individual is dropped. For agencies that have some such procedure for dropping inactive members it is possible to know at any given time the number of active members, or in other words, the net membership count.

A cumulative membership count may be kept by agencies that terminate all memberships at the end of the program year. As members register, a cumulative count can be made by keeping a tally of the cards added to the file. At any given time the cumulative count of members can be obtained, but it should be noted that this count will not reflect accurately the active membership because some persons will be included who may have moved away or may have ceased for some other reason to be active members. The cumulative count at the end of the year represents the total number of different members active at any time during the year. The cumulative membership count is a simpler figure to obtain than the net membership count, and is recommended, therefore, for agencies that do not have the resources to keep the more detailed record. A cumulative count should run only for a year, and it is important that the files be cleared at the beginning of the program year.

Agencies that clear their files at the end of the year will record only items 8, 9, 9a, 9b (2), and 12 of Form VIII. For agencies that do not follow this procedure, it will be necessary to record all items under section E of Form VIII. The date of original registration should be on each card so that it can be noted whether renewals are within the current year.

Metal flags or different colored cards may be used to mark the records of members under 18 years of age.

Section F. Staff.

In a small agency the executive or office secretary can easily fill in the data on staff, but in a large agency there should be a list or card index that will classify each worker according to the requirements of this form. In the case of part-time paid staff members there is usually some agreement as to the amount of time for which the worker is engaged; that agreement should be

used as the basis for this report, even though there are fluctuations from month to month. It is usual procedure also for schools of social work to assign students for a definite amount of field work, which is the amount of time to be reported in item 14. Definite time records are kept for workers employed on Works Progress Administration projects, and these records will furnish the data necessary for such workers. The amount of time given by volunteer workers is more difficult to compile because of the lack of complete records of the assignments.

Form IX (Children's Bureau Form G-2)

The local units of national agencies that report on this form have detailed and carefully planned records which are used in making reports to their regional and national offices. For the most part these records can be used as a basis for filling out Form IX, particularly for the sections dealing with the number of groups and the number of individuals (sections A and B of the form).

The two sections which cause difficulty are sections C and D.

Section C. Activities during month.

To date it has not been customary for individual group units to report attendance to the local council offices. This is partly because of the fact that the group units are spread over large areas, and it is a difficult administrative problem to collect attendance data from these widely scattered groups. Some councils, however, are coming to see the value of these data and have worked out a system whereby a post card is used to send in this information either weekly or monthly. A sample card, "Monthly Report from Leader," designed for this purpose is presented on this page.

This form has space to report regular meetings during the month as well as special meetings. It can also be used to obtain information concerning members of groups who are not on the national register (item 12 of Form IX). This form also provides data on the number of registered members who were dropped during the month. Such a record takes only a short time to fill out and if mailed only once a month the cost to the local council for postage would be relatively small.

Section D. Staff.

In compiling the data for this section difficulty has been found in regard to the item on the amount of time given by volunteers. In order to approximate the number of hours that volunteers work, it may be necessary for such persons to turn in a weekly or monthly report on the amount of service given to the agency.

Monthly Report From Leader

Local council of _____
Troop _____ Month _____ Year _____

MEETINGS	NUMBER PERSONS ATTENDING		
	Total	Members	Visitors
Regular: Total.....			
First meeting.....			
Second meeting.....			
Third meeting.....			
Fourth meeting.....			
Fifth meeting.....			
Other: Total.....			
.....			
.....			
.....			

Number of members meeting with group who were not registered:

Girl or boy members _____
Leaders _____ Other adults _____

Number of registered members dropped:

Girl or boy members _____
Leaders _____ Other adults _____

Signature of leader _____

Agency _____ City _____

Street _____ Month _____ 19____

A—REGULARLY SCHEDULED GROUPS (under auspices of reporting agency).	Enroll- ment	Num- ber	Ses- sions or pe- riods	Attendance	
				Total	Members (included in total)
1. Groups with definite enrollment: Total_____	X X X				
a. Clubs: (1) Activities for all members_____					
(2) Activities for special groups_____	X X X				
b. Classes_____					
c. Teams_____					
d. Special-interest groups_____					
e. Intergroup committees and councils_____					
f. National-program groups (Specify) : _____					

g. Other (Specify)_____					
					Participants (included in total)
2. Groups without definite enrollment: Total_____					X X X
a. Athletic activities (Including swimming)_____					
b. Educational activities (Forums, lectures, etc.)_____					
c. Social recreation (Dances, teas, suppers, etc.)_____					X X X
d. Dramatic and musical programs_____					
e. Moving pictures and theater parties_____					X X X
f. Playground and street-play activities_____					X X X
g. Informal play and nonathletic games_____					X X X
h. Trips (Outings, hikes, and sightseeing)_____					X X X
i. Other (Specify)_____					
B—NOT REGULARLY SCHEDULED GROUPS (under auspices of reporting agency).	X X	X X		X X X	X X X
3. Special events: Total_____					X X X
a. Athletic activities (Including swimming)_____					
b. Educational activities (Forums, lectures, etc.) _____					
c. Social recreation (Dances, teas, suppers, etc.)_____					X X X
d. Dramatic and musical programs_____					
e. Other (Specify)_____					
C—GROUPS UNDER JOINT OR OTHER AUSPICES.	X X	X X		X X X	X X X
4. Total groups_____					X X X
a. Outside groups using agency's facilities_____					X X X
b. Groups under joint auspices (Specify): _____					X X X
_____					X X X

Back of Form G-1

D—SERVICES TO INDIVIDUALS.	Number
5. Individual lessons:	
a. Enrollment.....	
b. Attendance.....	
6. Attendance for individual use of agency's facilities: Total.....	
a. Library and reading room.....	
b. Gymnasium.....	
c. Swimming pool.....	
d. Game room.....	
e. Other (Specify).....	
7. Conferences: Total.....	
a. With individuals.....	
b. In behalf of individuals: Total.....	
(1) With health or social agencies.....	
(2) Other.....	

E—UNDUPLICATED COUNT OF MEMBERS.	Total	Individuals under 18 years of age (included in total)
8. Carried over from preceding month (Item 12 preceding month).....		
9. Placed on register during month: Total.....		
a. New—never previously on register.....		
b. Renewals: Total.....		
(1) Last on register during this year.....		
(2) Last on register prior to this year.....		
10. Total on register during month (8 plus 9).....		
11. Dropped from register during month.....		
12. Carried forward to following month (10 minus 11).....		

F—STAFF.	Number full time	Part time	
		Number	Hours of service
13. Paid staff: Total.....			
a. Leaders, teachers, and others engaged in program activities.....			
b. Administrative.....			
c. Clerical and maintenance.....			
14. Students engaged in program activites.....			
15. Volunteers engaged in program activities.....			

Reported and approved by Date

Agency _____ City _____

Street _____ Month _____ 19____

A—GROUPS.	Number of groups		
	Total	Junior	All other
1. On national register at beginning of month (Item 5 last month)_____			
2. Placed on national register during month: Total_____			
a. New groups (Never previously registered)_____			
b. Reinstated during month: Total_____			
(1) Dropped during year_____			
(2) Dropped prior to year_____			
3. Total on national register during month (1 plus 2)_____			
4. Dropped from national register during month_____			
5. On national register at end of month (3 minus 4)_____			
6. Groups not included in item 3 that had sessions during month_____			

B—MEMBERSHIP.	Girl or boy members	Adult members	
		Leaders of groups	All other
7. On national register at beginning of month (Item 11 last month)_____			
8. Placed on national register during month: Total_____			
a. New members (Never previously registered)_____			
b. Reinstated during month: Total_____			
(1) Dropped during year_____			
(2) Dropped prior to year_____			
9. Total on national register during month (7 plus 8)_____			
10. Dropped from national register during month_____			
11. On national register at end of month (9 minus 10)_____			
12. Members of groups during month but not included in item 9_____			

C—ACTIVITIES DURING MONTH.	Num-ber of groups or events	Num-ber of meet-ings	Attendance	
			Members	Visitors
13. Regular meetings during month: Total_____				
a. Of groups on national register_____				
b. Of other groups (Column 1, same as item 6)_____				
14. Leaders' training courses_____				
15. Special events_____				

Back of Form G-2

D—STAFF.	Number full time	Part time	
		Number	Hours of service
16. Paid staff: Total.....			
a. Leaders, teachers, and others en- gaged in program activities.....			
b. Administrative.....			
c. Clerical and maintenance.....			
17. Students engaged in program activities.....			
18. Volunteers engaged in program activities...			

Reported and approved by

Date

Form X.—ANNUAL SUMMARY OF MEMBERSHIP

This record is for the purpose of compiling the data on sex, age, school, occupation, and so forth, contained on the registration cards, from which the data can be tabulated directly. Because this is a very simple form to arrange and need be filled out only once a year, it will not be discussed in detail, nor will a sample form be presented. The following outline, however, is suggested for this record:

	<i>Total</i>	<i>Male</i>	<i>Female</i>
Age groups:			
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
Occupations of members:			
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
Nationality background of parents:			
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
Schools:			
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
Census tracts:			
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----

C. SUPPLEMENTARY FORMS

Two forms are included here in the belief that they will be helpful to agencies that find it desirable to have detailed attendance records of individuals. In order to compile these individual records of attendance, it is necessary to have more detailed records than have already been suggested. In addition to the records that have been suggested for individual attendance at groups with definite enrollment, it would also be necessary to provide for a record of individual attendance at groups without definite enrollment and of persons making individual use of the agency's facilities.

Forms XIa and XIb.—SUMMARY RECORDS OF INDIVIDUAL ATTENDANCE

1. Essential items:

Name.

Address.

List of activities.

Time interval (day, week, month, quarter).

2. The sample forms (see pp. 52-53).

3. Items on forms are self-explanatory.

4. Size of form and type of processing.

XIa—8 by 5 inches, if printed.

XIb—6 by 4 inches, if printed or planographed.

5. Material and color.

Mediumweight cardboard, 120-pound, white.

6. When filled out.

XIa—at the end of each month.

XIb—at the end of each quarter.

7. By whom filled out.

These forms should be filled out by a clerical worker, either staff member or volunteer.

8. How filed.

These records should be filed alphabetically by surname. In large organizations where serial or registration numbers are used, numerical filing is suggested. These records may also be filed by departments, or by age groups with either alphabetical or numerical filing within the subdivisions. If the records are filed by departments or by age groups, it would be necessary to add these items to the forms.

9. Comments and suggestions.

These records give a convenient summary of individual attendance for a month or a year. The data for these forms are obtained from the group attendance records of various groups and activities at which the member was present. In the case of groups without definite enrollment, a list of persons present at each session has to be compiled in order to supply the necessary data for these forms. When the information is filled in on these records, one can see at a glance the extent of the individual's participation in various activities. These records may be useful both for statistical purposes and for individual counseling and guidance by staff members.

(Name of Organization)

Summary Record of Individual Attendance

Name-----

Address-----

Month-----19-----

Activity	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
Club-----																																
Class-----																																
Team-----																																
Swimming-----																																
Forums, lectures																																
Dramatics-----																																
Music-----																																
Dances-----																																

(Name of Organization)
Summary Record of Individual Attendance

Name -----	Address -----							
Year -----	Club	Class	Team	Swim- ming	Forums, lectures	Dra- matics	Music	Dances
October, November, December								
January, February, March								
April, May, June								
July, August, September								
Year -----	x x x	x x x	x x x	x x x	x x x	x x x	x x x	x x x
October, November, December								
January, February, March								
April, May, June								
July, August, September								

[illegible]

Form XII.—FAMILY FACE SHEET

Identifying information concerning families may be kept on a face sheet or card.

1. Essential items:

- Family surname.
- Address.
- Telephone number.
- Names of man and woman.
- Place of birth of man and woman.
- Nationality background.
- Religious affiliation.
- Names of children.
- Birth dates of children.
- Agency affiliation of each member of family.
- Date of first affiliation with agency.

2. The sample form (see pp. 54–56).**3. Explanation of certain items on form:**

Family status—Abbreviations for the classifications used under this item are as follows:

- MC—Married couple.
- CLC—Common-law couple.
- UC—Unmarried couple.
- UM—Unmarried mother.
- W—Widow.
- WR—Widower.
- D—Divorced.
- S—Separated.

4. Size of form and type of processing.

8½ by 11 inches, printed or mimeographed.

5. Material and color.

Mediumweight cardboard, 120-pound, white.

6. When filled out.

The face sheet should be filled out at the time the case is opened for case-work service.

7. By whom filled out.

The form should be filled out by a case worker.

8. How filed.

The face sheet should be attached to the case record, which should be filed alphabetically by surname.

9. Comments and further suggestions.

The family face sheet should be filled out for each family for whom case-work service is needed and can be provided.

The face sheet is used in connection with the family case history. Agencies may find it desirable, therefore, to have some items in addition to those listed as essential items. It is believed, however, that the items listed are sufficient for statistical purposes.

Chapter IV.—The Use of Statistical Data by Local Agencies

Statistical data are valuable only in so far as they are used to improve the quality of the work of an agency by furnishing the basis for study and evaluation. For the most satisfactory results, such study and evaluation should be carried on constantly by the agency itself, although occasional studies made by disinterested outside groups may be helpful. It is neither necessary nor desirable that every agency study the same problems. Limitations of staff and financial resources are factors which influence the selection of research projects. It is the purpose of this chapter to outline some of the uses which may be made of the statistical data gathered according to the methods suggested in the two preceding chapters. This chapter is not intended to be an exhaustive discussion of research in group work but rather a presentation of suggestions which should serve to stimulate agencies to an ever-increasing study of their problems through the use of statistical data.

Executives and staff members should constantly keep in mind that statistical data have limitations and that valid research must utilize other methods of investigation, among them the observation and judgment of experts. On the other hand, these other methods have comparatively little value without adequate statistics as a basis. It is through coordination of all types of data that the best results can be obtained.

A. USE OF STATISTICAL DATA RELATING TO GROUPS

In chapter II the types of data on groups that should be available in an agency and in chapter III the methods of collecting these data were discussed. The uses to which these data may be put in helping an agency to analyze its work will now be considered. There are three main divisions into which these data may be grouped: Statistics of volume, statistics of duration, and statistics of group stability.

1. Statistics of volume.¹

Data on the number of groups may be utilized to show the extent of the work of an agency at any given time, to show fluctuations over a given period, and to indicate trends over several years. Total figures are helpful for this kind of analysis, but it is gener-

¹ Data from Monthly Summary of Attendance and Membership, Form VIII, pp. 46-47.

ally more significant to break down the totals into sex and age classifications.² Thus an agency may find that over a period of 5 years its work has shifted from a preponderance of groups for junior girls to mixed groups for seniors and adults. The explanation for such a shift is a matter for research that will have to cover a variety of factors, such as changing neighborhood needs, different emphases and training on the part of the staff, new agencies in the community, or changes in the physical equipment of the agency. The statistical data that may be obtained from the record forms discussed in the previous chapter point the way toward intensive research which will be partly quantitative and partly qualitative. The statistical analyses which have been indicated and more intensive qualitative research can be used as bases for the formulation of program policies and making staff assignments.

2. Statistics of duration.³

The term "duration" means the length of time during which a group maintains its identity in a given agency. Duration varies among organizations as well as among groups in an organization; in one agency any group that has been organized less than 5 years may be considered a "new" group, whereas in another organization any group that has been in existence for more than 1 year may be regarded as having stayed together a long time. Many factors influence duration, and here again the suggested statistical analyses point toward intensive research of a somewhat more qualitative nature than has been undertaken in this manual. Such factors as those listed below, however, can be isolated and studied with the aid of statistical records. Some of these are at present accurate tools for analysis; others yield less satisfactory results because of intergroup and interagency variations which exist in policies governing membership and enrollment.

*a. Age of members.*⁴—One of the more objective factors is that of the age of members. The interests of young children, and to a lesser extent of early adolescents, tend to change rapidly. Obviously clubs, classes, and other groups composed of members in the lower age divisions will not be so permanent as those for older people.

*b. Size of group.*⁵—Another factor affecting duration is the size of the group. A group which is too large may not give enough opportunity for individual participation and members may therefore lose interest, while a group that is too small may not furnish sufficient stimulation or enthusiasm. Conflicting experience as to the optimum size of groups may be found in various agencies, but if data from roster sheets or groups with definite enrollment

² Sex and age classifications are not included as minimum essential items on the attendance forms suggested in chapter III. Provision has been made, however, for obtaining such information concerning members of groups on the more detailed attendance form (an adaptation of Form VIII) suggested on pp. 74-77.

³ Data from Group Record Face Sheet, Form III (p. 33). Data for various factors affecting duration as explained in this section may be obtained from Form III, from Group Roster Sheet, Form IV (p. 35), from the leader's file, and from the narrative group record where this record is available.

⁴ Data from Group Record Face Sheet, Form III (p. 33).

⁵ Data from Group Roster Sheet, Form IV (p. 35).

are made available from a large enough sample, some relationships between duration and size of groups may be brought out.

*c. Type of group organization.*⁶—An important factor influencing duration of groups is the type of group organization. Are clubs more permanent than teams? Are special-interest groups likely to retain their identity longer than classes? Although this factor will vary from one agency to another, it is a form of investigation which would be very profitable in individual agencies.

*d. Time and frequency of meeting*⁶—Agencies will want to study the effect of the time and frequency of meeting so that they can adjust staff schedules and staff assignments to bring about the best results in terms of group response. Meetings held too frequently or too infrequently may be equally disastrous to the life of a group.

*e. Leadership.*⁷—Although the evaluation of leadership as a factor in the duration of groups borders on the subjective, it is possible for an agency to analyze such items as professional training, pay status in the agency, amount of time spent with the group, and regularity of leaders' attendance. These data can be of real assistance in determining the effectiveness of leadership, particularly in relation to the duration of specific groups.

*f. Program.*⁸—The activity content or program of a group is a factor that can be mentioned only in passing because it should be the subject of qualitative rather than of quantitative analysis. However, some statistical studies are helpful in making the qualitative analysis; for example, studies relating to the number of times activities were engaged in by the group or the percentage of time spent in each activity.

3. Statistics of group stability.

Data on group attendance records⁹ can be used to construct indexes which will show the stability of groups; that is, the extent to which the same persons remain and participate in a group. This applies, of course, only to groups with definite enrollment. Four suggested indexes are: Turn-over, the participation index, the attendance index, and the enrollment index. Enrollment, as used at present, is affected by the varied practices used by different agencies and different groups, and the resulting differences must be borne in mind in using these indexes.

a. Turn-over.—Turn-over is a term taken from industry and is used in group work to mean the ratio of members dropped to the average number in the group.

$$\frac{\text{Number dropped}}{(\text{Number on roster beginning of period}) + (\text{Number at end})} = \text{Turn-over.}$$

2

⁶ Data from Group Record Face Sheet, Form III (p. 33).

⁷ Data from Group Record Face Sheet, Form III (p. 33), and from leaders' file.

⁸ Data from narrative group record where this record is available.

⁹ Form V (p. 37).

As an example: In October the X Club has 14 members; at the end of the club year in May there are 22; and during the period 12 members were dropped. The turn-over is computed as follows:

$$\frac{12}{\frac{(14+22)}{2}} = 0.667 \text{ or } 66\frac{2}{3}\% = \text{Turn-over.}$$

If the Y Club had an average of 15 members but dropped only 3 during the year, its turn-over would then be 20 percent; or if the Z Club also maintained an average of 15 members, but dropped 20 during the year, it would have a relatively high turn-over of 133 $\frac{1}{3}$ percent. Obviously, in a group with a high turn-over it is not possible to do intensive work with individuals over a period of time. Therefore, those groups with constantly changing membership should be isolated for special study to determine the causes of the high rate of turn-over. Various factors such as age of members, neighborhood conditions, agency facilities, and the like influence turn-over in any one organization, and agencies can determine their own norms and study intensively those groups which lie outside these norms.

Various objections have been raised to the formula for turn-over, and other means of indicating stability are therefore presented here. Turn-over deals only with the relation of the number of people leaving a group to the average number in the group, but does not show how active are those who remain. It is the factor of participation which is taken into account in the other indexes.

b. The participation index.—The participation index¹⁰ is the proportion of a group which attends a given percentage (usually 50 or 75 percent) of the group meetings. The first step in its determination is to calculate for each member the number of sessions it was possible to attend and the number actually attended. A participation score for each individual is thus obtained:

$$\frac{\text{Actual attendance}}{\text{Possible attendance}} = \text{Participation score.}$$

The second step is to relate the number of participation scores equaling or exceeding the required percentage of attendance to the total enrollment, thus:

$$\frac{\text{Number of participation scores over 50\%}}{\text{Total enrollment}} = \text{Participation index.}$$

c. The attendance index.—The attendance index¹¹ is another way of expressing the relationship between the total actual attendance and the total possible attendance. The cumulative attendance or the summation of all attendance over the period is related to the enrollment attendance or the total attendance if every member came every time during his enrollment, thus:

$$\frac{\text{Cumulative attendance}}{\text{Enrollment attendance}} = \text{Attendance index.}$$

¹⁰ Special development of this index has been made by W. L. Kindelsperger at Eli Bates House in Chicago.

¹¹ Developed by the School of Applied Social Sciences, Western Reserve University, Cleveland, Ohio.

d. *Enrollment index*.¹²—There are situations in which it is desirable to note fluctuations in enrollment, and for this purpose the formula for the enrollment index is suggested. According to this formula the enrollment attendance or total possible attendance is related to the cumulative enrollment multiplied by the number of meetings as follows:

$$\frac{\text{Enrollment attendance}}{(\text{Cumulative enrollment}) \times (\text{Number meetings})} = \text{Enrollment index.}$$

As in the case of other indexes, care should be used in examining the basic data employed in order that the resulting indexes will be most useful. It should also be noted that the enrollment index as applied to any particular period will be affected to some extent by the variations in the time at which enrollment changes occur. That is, between two comparable groups with the same number of members added during a period, the enrollment index would be higher for the group in which the members were added nearer the beginning of the period. In the same way the enrollment index would be higher for the group that dropped members nearer the close of the period.

To illustrate these indexes, sample group attendance records for a 3-month period are given for two groups, one with a relatively high attendance and little change in membership; the other with irregular attendance and a changing membership (see pp. 63–64). To make the comparisons easier the groups have the same number of meetings and the same cumulative enrollments.

It has been assumed that both groups had the same policy in regard to dropping members; namely, that of dropping them from the roll after three consecutive absences. From these sample records, the following statistics may be obtained:

	Group I	Group II
Enrollment at beginning of period.....	14	9
Enrollment at end of period.....	15	12
New members added.....	2	7
Old members dropped.....	1	4
Cumulative enrollment (unduplicated number of persons enrolled during period).....	16	16
Cumulative attendance (summation of attendance at each regular meeting).....	187	108
Enrollment attendance (total possible attendance if each member attended all meetings while enrolled).....	202	149
Number of meetings.....	13	13
Turn-over..... Percent.....	7.0	36.0
Participation index:		
(a) 50 percent of meetings attended.....do.....	94.0	75.0
(b) 75 percent of meetings attended.....do.....	94.0	50.0
Attendance index.....do.....	92.6	72.5
Enrollment index.....do.....	97.1	71.6

Agencies that are interested in comparing the participation scores of the members attending their various groups may find graphs useful for such comparisons. The two graphs presented

¹² Developed by the School of Applied Social Sciences, Western Reserve University, Cleveland, Ohio.

Group Attendance Record

Year ----- Day and time of meeting ----- Place of meeting ----- Department or branch -----
Name of group ----- Type of group ----- Name of leader ----- Address ----- Phone No. -----

NAMES OF MEMBERS	ADDRESSES AND PHONE NOS.	January					February				March				Individual participation score		Remarks
		2	9	16	23	30	6	13	20	27	5	12	19	26	Ratio	Percent ¹	
1. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
2. -----	-----	x		x	x	x		x	x	x	x	x	x	x	11 : 13	80	
3. -----	-----	x	x	x	x	x	x	x	x		x	x	x	x	12 : 13	90	
4. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
5. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
6. -----	-----	x	x	x	x		x	x	x	x	x	x	x	x	12 : 13	90	
7. -----	-----			x	x	x	x	x	x	x	x	x	x	x	11 : 11	100	Added January 16.
8. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
9. -----	-----	x			x		x		x						4 : 11	40	Dropped March 12.
10. -----	-----	x	x	x	x		x	x	x	x	x	x	x	x	12 : 13	90	
11. -----	-----	x	x	x	x	x	x	x	x		x	x	x	x	12 : 13	90	
12. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
13. -----	-----	x	x	x	x		x		x	x	x	x	x	x	11 : 13	80	
14. -----	-----			x	x	x	x	x	x	x	x	x	x	x	11 : 11	100	Added January 16.
15. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	
16. -----	-----	x	x	x	x	x	x	x	x	x	x	x	x	x	13 : 13	100	

¹ Rounded to nearest multiple of 10.

Group Attendance Record

Year -----

Day and time of meeting -----

Name of group -----

Place of meeting -----

Name of leader -----

Type of group -----

Department or branch -----

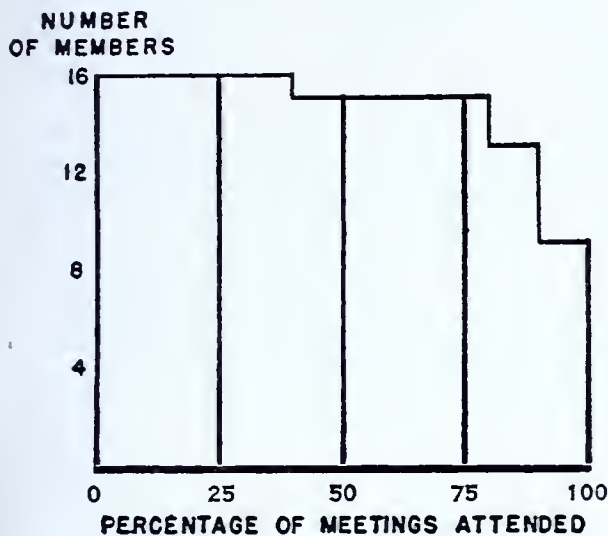
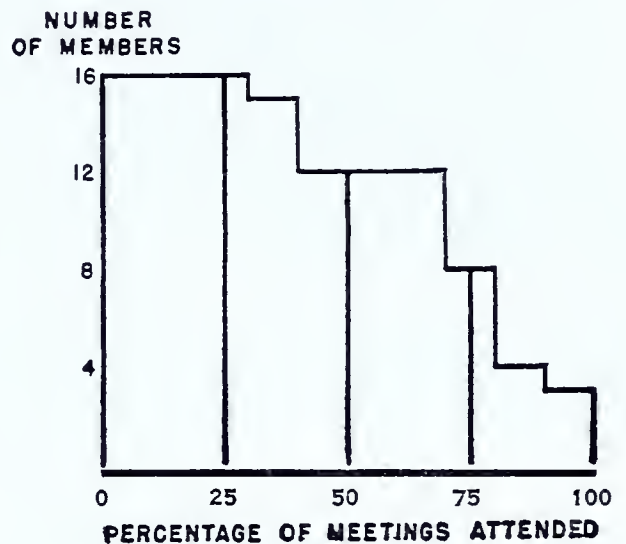
Address -----

Phone No. -----

NAMES OF MEMBERS	ADDRESSES AND PHONE NOS.	January				February				March					Individual participation score		Remarks
		7	14	21	28	4	11	18	25	3	10	17	21	28	Ratio	Percent ¹	
1. -----	-----	x			x			x			x			x	5 : 13	40	Added March 17.
2. -----	-----	x	x	x			x	x		x	x	x	x	10 : 13	80		
3. -----	-----										x	x	x	3 : 3	100	Dropped March 17.	
4. -----	-----	x	x	x	x	x	x	x						8 : 11	70	Added February 4.	
5. -----	-----	x	x	x	x		x	x	x		x	x	x	11 : 13	80		Dropped February 4.
6. -----	-----	x		x	x	x	x	x			x	x		9 : 13	70		Added January 21— dropped March 17.
7. -----	-----					x	x			x				7 : 9	80	Added January 21.	
8. -----	-----	x	x						x					2 : 5	40		Added February 25.
9. -----	-----			x	x	x		x						4 : 9	40		Dropped January 28.
10. -----	-----			x	x	x				x		x	x	8 : 11	70	Added January 28.	
11. -----	-----	x	x	x	x	x	x	x	x	x	x	x		12 : 13	90		Added January 28.
12. -----	-----							x	x	x	x	x	x	6 : 6	100		Added January 28.
13. -----	-----	x												1 : 4	30	Added January 28.	
14. -----	-----				x	x	x	x	x	x	x	x	x	10 : 10	100		Added January 28.
15. -----	-----	x	x	x		x	x		x	x		x	x	10 : 13	80		Added March 17.
16. -----	-----													2 : 3	70		

¹ Rounded to nearest multiple of 10.

below, based upon data given on the group attendance records, pages 63–64, illustrate the method by which these comparisons may be made:

Group I*Group II*

From these graphs it may readily be seen that the percentage of meetings attended by the members attending group I is considerably higher on the average than that of members attending group II. In the former group 15 of the 16 members attended at least 75 percent of the meetings, whereas in the latter group only 8 of the 16 members attended at least 75 percent of the meetings.

B. USE OF STATISTICAL DATA RELATING TO INDIVIDUALS

In using the statistical material regarding individuals the same subdivisions may be made that were made in chapter II (see pp. 10–11); namely, data regarding the identifying information concerning the individual and data which show a relationship between the individual and the agency.

1. Identifying information concerning the individual.¹³

Identifying information concerning the individual may be analyzed in relation to corresponding information for the community. For example, an agency's membership can be compared by sex, age, nationality background, and occupation with the population of the area served by the organization or with the population of the community. An analysis of the identifying information concerning the membership of an agency will serve to indicate the extent to which the agency is serving a cross section of the community. Certain organizations such as boys' clubs aim to serve only one sex and a limited age range; whereas settlements and community centers try to reach a more representative group. Some agencies have been known to exclude certain racial or nationality groups even though such groups were found in the immediate neighborhood served by the organization. Other agencies such as the Young Men's Christian Associations and the Young Women's Christian Associations, which started out to work with limited groups, have in many places expanded their programs to include both sexes and a wider age range than was originally intended. Thus, any analy-

¹³ Data from Registration Card, Form II (pp. 26–31).

sis of individuals on the basis of age, sex, nationality background, religious affiliation, and the like should be made in relation to the agency's purposes and limitations. An annual survey of membership should be made to ascertain the facts relating to the persons who are actually affiliated with the organization. Trends which thus become evident may then be checked with data for surrounding neighborhoods or larger urban areas. A settlement, for example, may find that instead of serving the whole neighborhood, it is limited to certain nationality groups and that the other elements in the neighborhood are not represented in its membership. Girl Scouts, Inc., and Boy Scouts of America make an annual count of their registration and relate this to the number of girls and boys in the community who are within the age range of their programs; thus they ascertain the percentage of the total girl and boy population they are reaching.

The geographic distribution of membership is an important item. Spot maps of members' addresses or tabulations according to census tracts are made by many agencies; in this way they can ascertain population changes that affect their work. Such data are useful in preparing activity schedules, in cooperating with other agencies, and in planning the locations of new buildings and branches.

2. Data which show a relationship between the individual and the agency.

In this classification may be included statistics of volume, statistics of continuity, and statistics on the intensity of service.

*a. Statistics of volume.*¹⁴—The number of individuals served is a measure of the amount of work an agency is doing. The data relating to individuals may be analyzed in much the same manner as those on groups; that is, by breaking down the total figures into sex and age classifications. The trends may or may not parallel those shown by the statistics on groups because the number of groups will not necessarily vary in proportion to the number of members in the various subdivisions. An agency may tend to combine adult groups into larger units or to subdivide children's groups into smaller units, and these tendencies would affect the number of groups in the classifications.

*b. Statistics of continuity.*¹⁵—The term "continuity" is used here in the same sense as "duration" was used with reference to groups; that is, to denote the length of time that individuals remain in an agency. Some organizations use the term "tenure" to express the same idea.¹⁶ This is an important factor to study inasmuch as an agency that is attempting to influence individual behavior must be in touch with the individual over a significant period of time. An individual's group affiliation may change frequently; therefore the base from which to compute continuity is the date of first registration in the agency, not the date of joining any special group.

*c. Intensity of service.*¹⁵—Although the kind of group experience or the intensity of service is not directly measurable, there are

¹⁴ Data from the file of registration cards, see p. 24.

¹⁵ Data from Registration Card, Form II (pp. 26-31).

¹⁶ The Boy Scouts of America have developed this concept in considerable detail. The following are some of the publications which deal with tenure as related to the scout program: *The Scout Executive*, September 1932; *The Troop Membership Budget Plan*, Scouting, May 1934; *Gray Scout Service Chart Manual*.

some reliable indications—for example, the kind of relationship an individual has to an agency, whether member, visitor, spectator, or regular attendant; the kind of group to which the individual belongs; and the amount of time spent by the individual in the agency. Members of club groups which meet every week receive more intensive service from an agency than those persons who watch an occasional basketball game. The data in most agencies will be limited to records of members; that is, the part of the clientele that receives the most intensive service. Nevertheless there will be sufficient variation among registered members as to the kind and amount of service received from an agency to make this a profitable study.

Related to intensity of service is individual participation or the extent to which an individual uses the opportunities offered by the agency. A method for finding a “participation” score was discussed in the previous section (see p. 61).

C. USE OF ATTENDANCE DATA

As was pointed out in previous chapters, attendance data are basic statistics in any group-work agency and lend themselves to a wide variety of uses.

1. Attendance data related to membership.¹⁷

In the first place attendance should be related to membership. Any period of time may be used, but a month or a quarter is the most convenient and yields the most significant results. The usual procedure in an agency is for an individual to belong to one group that meets weekly; therefore, for a month the attendance should be approximately four times the membership. In agencies in which a number of groups meet daily or members come to several activities, the ratio would be relatively higher. This kind of ratio is useful in determining whether an agency is carrying a large number of inactive members on its rolls. If such data are analyzed further to show sex and age, weak points in the agency's program may be indicated. It should be noted, however, that if an agency uses a cumulative count instead of a net count of membership the ratio will be smaller. Also, the ratio will decrease somewhat toward the end of the program year because there will be more inactive members included in the count then.

The same kind of ratios may be worked out, using enrollment as a base; this procedure may be preferable if members tend to belong to several groups. In making these analyses only attendance in regularly scheduled groups should be used; otherwise large attendance figures for special events or of individuals using agency facilities would render the ratios meaningless.

2. Attendance data related to type of group organization.¹⁷

Another important use of attendance data is to relate them to the type of group organization. In this way it is possible to tell what percentage of the total attendance for any given unit of time (month, quarter, year) was reported for small stable groups with continuing programs (such as clubs, classes, special-interest groups, and the like); what percentage was reported for casual or extensive groups without definite enrollment or long-time programs;

¹⁷ Data from Monthly Summary of Attendance and Membership, Form VIII (pp. 46-47).

and what percentage was reported for special events. Over a period of years seasonal fluctuations may be evident and changing emphasis in program may be observed.

3. Attendance data related to personnel.¹⁸

Some indication of the work load carried by the staff may be gained by relating attendance to leadership or personnel. On the basis of such findings reduction in the service load or additions to the staff may be made.

4. Attendance data related to the use of equipment and facilities.¹⁹

Certain agencies, especially those that have invested considerable sums in equipment and facilities, will be interested in analyzing their attendance data in relation to the facilities used. Thus it is possible to tell whether a little theater, a gymnasium, a domestic-science room, or an art studio is being used to capacity. Changes in program and activities may be made in accordance with the information obtained.

D. USE OF STATISTICAL DATA RELATING TO FAMILIES ²⁰

Analysis of the data from family records is of interest chiefly to those agencies that are interested in family-welfare work, either as a separate agency or as a separate department in an agency doing group work. One kind of analysis that is pertinent to the field of group work is that which shows the extent to which a family participates as a unit in an agency's program. When the youngest member is in the nursery school, several children belong to clubs or classes, the mother attends the mothers' club, and, perhaps, the father comes to a discussion group, an agency has an opportunity to influence the lives and attitudes of the family group as a whole. Such data, however, are not generally available in group-work agencies at present, although some pioneer work is being done in that direction.²¹

¹⁸ Data from Monthly Summary of Attendance and Membership, Form VIII (pp. 46-47).

¹⁹ Data from Daily Attendance Record, Form VII (p. 42), plus room schedule.

²⁰ Data from Family Face Sheet, Form XII (pp. 54-56).

²¹ Eli Bates House in Chicago has made some special studies of the measurement of family participation in agency programs.

Chapter V.—Reporting Statistics to Community and National Agencies

After data have been collected and used in the individual agencies, there arises the problem of reports to outside or central agencies. Reports are generally made to two types of agencies: (1) Those in the local community, such as a council of social agencies or a community fund, whose interest in such reports is in connection with the coordination of services and community planning; and (2) national organizations that either act in an advisory capacity or exercise some jurisdiction over their local units.

The planning of reports to be used for this purpose presents more problems than the planning of reports to be used by a single agency. As has been pointed out, agencies differ widely in their resources of staff and equipment, and in administrative practices, as well as in their programs and clientele. In communities and organizations that have had any degree of success in their reporting projects, the report forms have been developed as a result of a cooperative effort between the local agencies and the groups to which reports were sent. In many cases committees composed of representatives from the group-work agencies have worked with members from the research and statistical staff of the outside organizations.

In developing reports to central agencies two general limitations must be kept in mind: (1) Individual agencies are limited in the amount of data they can record and prepare for reports; and (2) community and national agencies are limited in their resources for analyzing and interpreting the data they receive. When a report is planned one must be sure, on the one hand, that local agencies are not overtaxed in compiling the data and, on the other hand, that all the data reported will be used effectively by the organizations receiving the reports.

The basic statistical data in group work were discussed in chapter II, and the methods of collecting these data were discussed in chapter III. It is the purpose of this chapter to examine the content of the foregoing material to determine which data are of most interest to community and national organizations and in what form these data should be reported.

A. SUGGESTED DATA TO BE REPORTED

In chapter II the statistical data in group work were classified into subdivisions relating to groups, individuals, and families. The first two classifications are particularly helpful in considering the types of data to be included in current reports. Data on agency personnel also are frequently included in current reports.

1. Data relating to groups.

Most of the data regarding groups, as listed in chapter II, would be of interest to a central agency in considering the work of its member agencies. Such elaborate detail, however, would involve endless effort on the part of the agencies both to prepare and to analyze and would therefore hardly be practicable. The following items can be selected and would help in giving an account in quantitative terms of the work carried on in a given agency.

a. Number of groups.—This is an essential figure to indicate the volume of service.

b. Classification by scheduling, enrollment, and type of group organization.—In order to avoid clumsy and overlapping categories in classifying groups, the following scheme has been devised. In any given agency it is possible to determine: (1) Groups that are regularly scheduled, that is, meet at regular intervals of time; and (2) groups that are not regularly scheduled and meet only occasionally, as in the case of special events.

Groups that are regularly scheduled may be of two types: (1) Those that have a definite enrollment; and (2) those that do not have a definite enrollment. Special events by their very nature would not have a definite enrollment.

Groups regularly scheduled with definite enrollment may be still further subdivided into definite types of group organization, such as clubs, classes, special-interest groups, teams, and intergroup committees and councils, each of which has distinguishing characteristics.¹

Groups that meet regularly but without definite enrollment are more difficult to classify, and it is generally necessary to resort to terms that describe the activity carried on, such as athletic or educational activities, motion pictures, social activities, and trips. These categories are not always mutually exclusive, and occasionally there may be confusion as to the way certain activities should be classified. Special events may also be classified according to activity, in which case the same difficulties arise.

On the whole, the classification scheme outlined above is useful because it is possible to include in one report: (1) The small intensive groups with continuing programs and relatively stable membership; (2) the extensive program of an agency—the casual groups with neither continuing programs nor stable membership and with participation on a “come and go” basis; and (3) the special events that are neither regularly scheduled nor made up of a definite enrollment, so that each event constitutes a complete unit in itself.

Activities may also be carried on jointly with another agency or the reporting agency’s facilities may be used by outside groups. These data are likewise of interest for reports.

c. Size of groups.—Two measures of size may be used: (1) Number of members enrolled for groups with definite enrollment; and (2) the average number of persons that attended groups without definite enrollment.

¹ See p. 10 for definitions.

d. Number of sessions.—For each classification of groups it is important to know the number of sessions; that is, the number of times the groups met over a given period of time.

e. Attendance.—For groups with definite enrollment, the attendance of groups may be subdivided according to enrolled members and visitors. For some types of groups without definite enrollment, such as athletic or dramatic activities, it is of interest to know how many of those present were participants and how many were spectators.

f. Sex and age of members of groups.—It is helpful, particularly to community agencies, to have groups classified by sex and average age of the members. For the latter, the classifications suggested on pages 7–8 may be applied.

2. Data relating to individuals.

a. Number.—The question most commonly asked of group-work organizations is, "How many people do you serve?" In preparing reports for a central agency this is usually the first item to which attention is given. It is, however, the figure that many agencies have greatest difficulty in compiling. Some group-work organizations have hundreds of people coming in for very casual service, and it is impossible to know the exact number reached by the agency. The question then has to be limited to, "How many people are members of your organization?" In general, members are those persons to whom the agency has given some definite group-work service over a period of time. Thus, the answer to the latter question should be available with a fair degree of accuracy. The figure for the total membership, however, is not so significant as a figure broken down into age or sex groupings. Because of difficulties in establishing uniform policies relating to membership, especially in regard to dropping members, it is preferable to use a cumulative membership figure. Community and national organizations are interested in the growth or decline of membership, and these figures for a period of years are pertinent data.

b. Services to individuals.—Although services to individuals are not, strictly speaking, part of group work, such services are considered within the scope of reports so that the record of the agency's activities may be fairly complete. The agencies themselves are very anxious to report the individual use of facilities and also case-work and other services given. For most purposes it is sufficient to report totals in relation to the various kinds of equipment and services.

3. Data relating to personnel.

The amount and types of work that an agency is able to do are dependent upon the available personnel. It is, therefore, important to include in any report the data on personnel—both paid and volunteer, and clerical and maintenance as well as professional. The amount of time workers spend at the agency is significant, and they should be classified on the basis of full time and part time. Part-time work may include varying amounts of service. It is desirable to have a statement of the number of hours worked during a given period. It is recognized that such statements are approximations rather than time-clock records.

B. SUGGESTED REPORT FORMS

In discussing report forms it should be borne in mind that no one form will fit all the situations and services to be found in the many types of group-work agencies that now exist. In suggesting report forms one should be aware of the numerous problems involved, especially the fact that many of the classifications do not as yet lend themselves to exact definition. It is difficult to standardize the reporting processes until there is greater uniformity of practice in the field of group work. It is hoped, however, that the forms discussed below will suggest methods of organizing data for reports to outside agencies.

1. Children's Bureau Forms G-1 and G-2.

In chapter III mention was made of the fact that the only basic attendance summaries now in general use are those designed and used by the Children's Bureau in its reporting of current statistics on group work. These reports, described in chapter III as monthly records of attendance and membership, are suggested as examples of forms to be used in obtaining the data outlined in the first part of this chapter.

The use of these forms is highly recommended, although it should be recognized that they are still in an experimental stage of development. The greatest difficulties encountered at present are those involving the classification of groups, the determination of enrollment, and the practices relating to membership.

The classification of groups that is used on the forms is generally satisfactory, except that in a few instances—that is, in classes and special-interest groups—there are overlapping categories and the classification is dependent to some extent upon subjective judgment. It has been difficult to work out the descriptive terms for activities reported in the section for groups without definite enrollment.

Up to the present time it has not been possible to suggest an acceptable standard procedure for obtaining enrollment as reported for groups with definite enrollment. Democratic organization of clubs and other groups requires that each group determine its own enrollment policies. These policies differ not only from agency to agency but also from group to group within the same agency.

Agencies that report on Form G-1 have found it difficult to report all the items on membership. There are some organizations that have a detailed and careful count of the number of members registered and the number dropped, whereas other organizations have counts only of those registered during the year. Still other organizations keep no membership records whatsoever. Until a uniform definition of membership in a group-work agency can be agreed upon, it will be impossible to obtain comparable counts among agencies.

Form G-2 has been found satisfactory for the scouting organizations and the Camp Fire Girls. As was pointed out in chapter III, however, difficulties arise in connection with the reporting of data on attendance in groups.

2. Reports developed by local communities.

In some communities the central agency requires more detailed data on groups classified by sex and average age of members than are furnished by the Children's Bureau form. In order to supply these data, agencies in these communities have been asked by the central agency to send in a copy of their daily attendance records (Form VII, p. 42). The central agency then makes up its own summary.

In other areas an adaptation of the Children's Bureau Form G-1 has been developed, an example of which is presented on pages 74-77. On this form sex classifications have been made only for members and groups; and age classifications have been made only for certain of the groups with definite enrollment. As may be noted from the age classifications provided on this form for certain of the groups with definite enrollment, the clubs and classes in the agencies for which the form was designed would be dealing only with persons between the ages of 5 and 25 years.

Some interesting experimental work has been done on reports that show the relationship between registered members and active participation. As this work is still in an experimental stage, no suggested forms have been included in this manual.

A—REGULARLY SCHEDULED GROUPS. (Under auspices of reporting agency.)							Attendance	
	Enrollment	Groups				Sessions	Total	Members in- cluded in total
		Total num- ber	Male	Fe- male	Mix- ed			
1. Groups with definite enrollment: Total.....	X X X X X							
<i>a.</i> Clubs: (1) Activities for all members:								
Total.....	- - - - -							
Junior (9-14).....								
Intermediate (15-18).....								
Senior (19-25).....								
(2) Activities for special groups.....	X X X X X							
<i>b.</i> Classes: Total.....	- - - - -							
(1) Primary (5-8).....								
(2) Junior (9-14).....								
(3) Intermediate (15-18).....								
(4) Senior (19-25).....								
<i>c.</i> Teams.....	- - - - -							
<i>d.</i> Special-interest groups.....	- - - - -							
<i>e.</i> Intergroup committees and councils.....	- - - - -							
<i>f.</i> National-program groups (specify):								
.....	- - - - -							
.....	- - - - -							
.....	- - - - -							
.....	- - - - -							
<i>g.</i> Other (specify).....	- - - - -							

	X X X X X	X X	X X	X X	X X	Periods	Attendance	
							Total	Participants included in total
2. Groups without definite enrollment: Total.....								X X X X X X
a. Athletic activities (including swimming).....								
b. Educational activities (forums, lectures, etc.).....								
c. Social recreation (dances, teas, suppers, etc.).....								X X X X X X
d. Dramatic and musical programs.....								
e. Motion pictures and theater parties.....								X X X X X X
f. Playground and street-play activities.....								X X X X X X
g. Informal play and nonathletic games.....								X X X X X X
h. Trips (outings, hikes, and sightseeing).....								X X X X X X
i. Other (specify).....								
B—NOT REGULARLY SCHEDULED GROUPS.								
(Under auspices of reporting agency.)								
3. Special events: Total.....	X X X X X X	X X	X X	X X	X X	X X X X X X	X X	X X X X X X
a. Athletic activities (including swimming).....								X X X X X X
b. Educational activities (forums, lectures, etc.).....								
c. Social recreation (dances, teas, suppers, etc.).....								X X X X X X
d. Dramatic and musical programs.....								
e. Other (specify).....								
C—GROUPS UNDER JOINT OR OTHER AUSPICES.								
4. a. Outside groups using agency's facilities.....	X X X X X X	X X	X X	X X	X X	X X X X X X	X X	X X X X X X
b. Groups under joint auspices (specify): Total.....								X X X X X X
.....								X X X X X X
.....								X X X X X X

Services of Group-Work Agencies—Continued

D—SERVICES TO INDIVIDUALS.	Number
5. Individual lessons:	
<i>a.</i> Enrollment.....	
<i>b.</i> Attendance.....	
6. Attendance for individual use of agency's facilities: Total.....	
<i>a.</i> Library and reading room.....	- - - - -
<i>b.</i> Gymnasium.....	- - - - -
<i>c.</i> Swimming pool.....	- - - - -
<i>d.</i> Game room.....	- - - - -
<i>e.</i> All other (specify).....	- - - - -
7. Conferences: Total.....	
<i>a.</i> With individuals.....	- - - - -
<i>b.</i> In behalf of individuals: Total.....	- - - - -
(1) With health or social agencies.....	- - - - -
(2) Other.....	- - - - -

E—UNDUPLICATED COUNT OF MEMBERS.	Total	Male	Female
8. Carried over from preceding month (item 12 preceding month).....			
9. Placed on register during month: Total.....			
a. New—never previously on register.....	- - - - -	- - - - -	- - - - -
b. Renewals: Total.....	- - - - -	- - - - -	- - - - -
(1) Last on register during this year.....	- - - - -	- - - - -	- - - - -
(2) Last on register prior to this year.....	- - - - -	- - - - -	- - - - -
10. Total on register during month (8 plus 9).....			
11. Dropped from register during month.....			
12. Carried forward to following month: Total (10 minus 11).....			
a. Individuals under 18 years of age.....	- - - - -	- - - - -	- - - - -
b. Individuals 18 years of age and over.....	- - - - -	- - - - -	- - - - -
F—STAFF.			
	Number full time	Part time	Hours of service
		Number	
13. Paid staff: Total.....			
a. Leaders, teachers, and others engaged in program activities.....	- - - - -	- - - - -	- - - - -
b. Administrative.....	- - - - -	- - - - -	- - - - -
c. Clerical and maintenance.....	- - - - -	- - - - -	- - - - -
14. Students engaged in program activities.....			
15. Volunteers engaged in program activities.....			

Reported and approved by..... Date

Chapter VI.—Use of Group-Work Statistics in Community and National Planning

Community and national agencies have an even greater responsibility for using the material submitted to them in statistical reports than have the agencies themselves. The request for such material in itself implies a need for information. Unfortunate attitudes develop toward reporting when agencies do not see a direct connection between the time, money, and effort used to make out the reports and the tangible use to which the material is put. A central agency should realize fully its responsibility for making effective use of the statistical material submitted to it. On the other hand, the cooperating agencies should be aware of the fact that some time may be required for a central agency to develop the reporting of its constituent agencies to a point where the data will be sufficiently valuable for general use.

In the social-work literature of the past decade there is increasing acceptance of the principle that effective social planning must be based on facts. Community and national life has grown so complex that we cannot afford to be guided merely by kindly impulses, admirable as many individual motives may be. We must have objective facts in order to know whether we need more nursery schools, foster homes, shelters, or other types of agencies; whether playgrounds tend to reduce street accidents to children; and so on through the gamut of social problems. When we know what conditions exist we have made the first step toward improving such conditions.

For the purposes of social planning, data based on reports submitted regularly over a period of time are more reliable and more valuable than those obtained from "spot studies." The former show gradations and fluctuations more clearly and are less subject to the biases that may be present at any given moment. Moreover, well-planned special research projects attempt to make the fullest possible use of the material that is available from periodic statistical reports.

The use of uniform definitions and standard methods of making statistical counts as outlined in previous chapters makes possible interagency comparisons that are only now being developed in group work. As the material is more widely used, refinements will take place which will increase the reliability and usefulness of the data.

A. USE OF STATISTICAL REPORTS BY COMMUNITY AGENCIES

1. Community planning.

a. Determining community needs.—Uniform statistical reports made to a central agency, such as a council of social agencies, make it possible for the community to ascertain the volume and type of group-work service available in local areas and in the community as a whole. Data on the number of individuals registered for group-work activities in the various agencies, the monthly aggregate attendance figures, and the annual analyses of the make-up of the clientele and where they come from are basic facts that any community should know about its group-work services. If these data are related to other data about the community—population density and make-up with emphasis on age, sex, and nationality background; delinquency rates; relief and economic status; and all the other facts that help to picture conditions in a complex urban community—it will then be possible, for example, to determine, within broad limits, the recreation needs of the community and how far they are being met. Unfortunately, there are at present few standards or norms by which the adequacy of recreation and group-work programs in any community can be measured, but a beginning is being made by the public recreation agencies.¹ Even without clearly defined standards it is possible to see the more obvious instances of a lack of adaptation of service to the needs of the community, as, for example, two boys' clubs located within a few blocks of each other, or an organization designed to serve Poles exclusively but situated in an area densely populated by Negroes.

b. Determining agency locations.—In many communities a study of the service statistics and an analysis of membership have been found useful in determining locations for agency work—an important aspect of community planning. A tabulation of members' addresses by census tracts or the location of these addresses on a spot map may serve to show that an agency's membership has moved a considerable distance from the agency's present location. In case the emigration has been in several directions it may be that a central location should be retained because of its general accessibility. Such questions should be answered, however, by factual material rather than by haphazard guesses.

2. Central budgeting.

Although any suggestion of a relationship between dollars and service statistics is dangerous, budget committees have found that the facts made available through statistical reports are of value in helping to determine allocation of funds. This does not imply that the agency that shows the highest attendance gets the most money but rather that budget-committee members are seeking to understand the relationship of such factors as personnel, equipment, and community resources to the agency's program and the numbers served. Too large attendance and membership figures may mean inadequate supervision, overloading of equipment, lack of attention to individual problems, and a generally superficial program; on the other hand, too low figures may reflect lack of

¹ See Schedule for Appraisal of Community Recreation, 1934, National Recreation Association.

interest in activities, poor leadership, inadequate use of equipment, and a program not adapted to the needs of the area served. Figures that show relationships rather than absolute values should be used in work with such committees, as for example, percentage of attendance in different types of group organization (clubs, classes, special events, and the like), average enrollment per group, ratio of attendance to enrollment, or relative increase or decrease of attendance throughout the year as compared with that at the beginning of the program year. Such data give a committee, often composed of lay people, a more intelligent understanding of group work and thus enable it to make wiser decisions in budgeting.

One caution needs to be mentioned here in connection with a practice which seems to be increasing; that is, the attempt to develop unit costs in group work. In view of the present lack of standardization of reports in this field, it should be recognized that the unit costs obtained by dividing attendance figures into budget figures will not necessarily be comparable from agency to agency. In fact, without careful consideration of the basic data employed, the resulting unit cost can be very misleading.

3. Interpretation of work.

If group-work agencies are to be supported by the community, the community must in turn know something of what it is supporting. Interpretation of all forms of social work is coming to assume an increasingly important role, and this is particularly true of group work. Feeding the hungry and caring for the orphan child are now generally accepted as public responsibilities, but the provision of wholesome, healthful recreation is unfortunately still regarded by many as a luxury. With the growing trend toward the assumption of relief, health, and child-welfare problems by tax-supported agencies, the private agency doing group work is challenged to prove its worth to the community. As a basis for its judgment, the public rightly wants well-chosen facts interestingly presented.

Statistical reports should supply the basis for this presentation but thus far surprisingly little use has been made of such material. Both attendance and membership figures have news value, but it should be made clear which figures are used. One occasionally sees publicity in which attendance figures are incorrectly labeled and pass for unduplicated membership figures with the fantastic result that twice as many people are credited with belonging to community centers as there are inhabitants in the city. When attendance figures are used in publicity it should be made clear that such figures are aggregates and therefore contain duplications. The community as a whole will be interested in such data as increases in membership, increases in attendance, average number of members per group, and the outstanding features of an analysis of membership statistics.

4. Evaluating agency work.

The data from statistical reports can be used as a basis for making evaluation studies of agencies. The statistical data must be supplemented with data obtained by other research methods.

Obviously, the process of evaluation of the group-work program cannot be all-inclusive if such evaluation is based on material obtained through summary periodic reports. The selection of items to be included in the reports should be dependent to some extent, therefore, on the problems in the community which need special study.

The Social Study of Pittsburgh and Allegheny County made in 1935 and 1936 illustrates the use of basic statistical data reported periodically, combined with data compiled especially for this study. The following are examples of the type of data appearing in the report: ²

1. Ratio of number of nonprofessional staff members to number of agency clientele.
2. Ratio of number of total staff members to number of clientele.
3. Ratio of number of professional to nonprofessional staff.
4. Distribution of number and membership of clubs by sex, age, and type of agency.
5. Distribution of clubs by place of meeting.
6. Distribution of classes by type of agency and type of class.
7. Distribution of number and membership of classes by type of class and type of agency.
8. Average size of classes by type of agency.
9. Distribution of class enrollment by age and type of class.
10. Distribution of team players in leagues by type of agency and type of sport.
11. Number of intergroup councils, total numbers of persons belonging, and the ratio of persons on councils to total agency clientele.
12. Distribution of total formal groups by type of group and agency units.
13. Average size of clubs and classes by age of members.
14. Distribution of agency clientele with reference to total population of Pittsburgh.
15. Distribution of clientele by sex and age.
16. Percentage of population in each age and sex classification registered with private agency units.
17. Distribution of clientele by type of agency and sex.
18. Number and percentage of population served by each type of agency.
19. Number and percent distribution of population 5 to 17 years of age served by each type of agency.
20. Distribution of clientele by sex and race.
21. Distribution of clientele served by each type of agency by date of first affiliation.
22. Distribution of total registered clientele by agency units and by age classification.
23. Distribution of total registered agency clientele by race.
24. Distribution of registered clientele by service area and by type of agency.
25. Registered clientele per 10,000 population by service area and type of agency.
26. Percentage of the population of each race in each service area registered with the private agency units.

5. Developing standards or norms.

The development of standards or norms has come rather recently in social work and particularly so in group work. A beginning was made in 1935 when groups of persons in Pittsburgh and Chicago developed a schedule which could be used in the formulation of criteria for standards of work.³ The following are

² Klein, Philip, and collaborators: A Social Study of Pittsburgh. Columbia University Press, 1938. For the types of data referred to, see preliminary releases Nos. 3 (April 1936) and 4 (May 1936), which present material not yet available in printed form.

³ Criteria for Standards in Group Work. Chicago Council of Social Agencies, 1936. Processed.

some of the questions included therein which should be answered on the basis of statistical reports:

1. What is the ratio of staff members to membership and registration?
2. What is the ratio of staff members to leaders and instructors of groups?
3. What is the ratio of staff members to groups?
4. If the purpose (of an agency) is to serve a neighborhood to what extent do they (the members) come from the neighborhood? If the purpose is to serve a cross section of the women of the community or a cross section of the boys of the community, to what extent does the clientele represent a cross section?
5. What percentage of the registration is active in the program?
6. To what extent is the physical equipment used to capacity?
7. What is the ratio of the number of people on administrative and policy-making groups (boards and committees) to the total membership or registration?
8. What is the ratio of the number of persons enrolled in classes to the total membership or registration?
9. What is the ratio of the number of persons enrolled in clubs, troops, and other self-directed groups to the total membership or registration?
10. What is the ratio of the number of persons on self-governing councils (club councils, house councils, and the like) to the total membership or registration?
11. What is the ratio of the number of persons participating in casual groups (forums, discussions, socials, swims, and other events with shifting attendance) to the total membership or registration?
12. What is the average duration of membership in policy-making groups, classes, clubs, self-governing councils, and teams?
13. To what extent is turn-over related to mobility of population in the neighborhood?

Statistical data compiled over a period of time for a large group of agencies and on specific items such as those mentioned above will be necessary in order to develop norms or standards that will be valid for different types of group work.

6. Determining trends.

At present there are few objective data to support statements regarding trends in group work. One can venture the guess that in the private agencies there has been a trend toward greater emphasis on work in small groups and less on so-called mass activities, but such a guess is based upon observation rather than upon data from statistical reports. Sound community planning must take into account past trends in order to prepare for the future, and it is essential that the basis for determining trends be available.

B. USE OF STATISTICAL REPORTS BY NATIONAL AGENCIES

The use of statistical data for national planning in group work has been limited up to the present time to those agencies that are national in scope and organization. Interchange of material between agencies has not been possible because comparable units have not been used in the reports collected. The following are examples of organizations that either collect statistics on a national scale or are in a position to use such material: Boy Scouts of America, Girl Scouts, Inc., Camp Fire Girls, Young Men's Christian Association, Young Women's Christian Association, Jewish Welfare Board, Boys' Clubs of America, National Federation of Settlements, and National Recreation Association. A number of other agencies collect statistics on a national scale, but because of sectarian or other limitations of their services their status as

group-work agencies might be questioned. Several of the national agencies listed have had a system of statistical reporting from their local units and have used these reports in the formulation of policies, the building of programs, and the evaluation of service. With the development of uniform service statistics as outlined in chapter III, organizations interested in the group-work programs of diverse types of agencies have shown a growing interest in basic statistical reports designed for use by these agencies. Since 1936 the Children's Bureau has collected monthly data from agencies engaged in group work through its social-statistics project. In addition to furnishing the basis for descriptive reports prepared by the Children's Bureau, these data, in spite of certain limitations, will be valuable to agencies that can act in an advisory capacity in the development of better group-work standards and practices.

The following are some of the ways in which statistical material can be used by national agencies:

1. Developing standards and norms.

Individual communities may be interested in the problem of the development of standards of service, but until such standards are worked out nationally real progress cannot be made. Data collected in communities will tend to be influenced by local peculiarities, the effects of which can be eliminated by the use of a large number of cases. A great deal of use can be made of statistical data in considering such problems as the size of groups, the number of groups for staff supervision, the type of group organization for different age and sex groups, or the ratio of attendance to membership.

2. Interpreting group work.

National agencies because of their size and prestige have a wider scope for interpreting group work to the public than have local community agencies. The former should therefore lead the way in making an intelligent use of statistical data in material that is prepared for the public.

3. Planning agency work.

Although the task of planning programs is largely one for the individual agency, the national agency can stimulate the use of statistical material for this purpose. Program material prepared by national organizations should take into account facts brought out in the statistical reports.

4. Analyzing trends.

Lastly, it is a function of national organizations to analyze trends in group work and to keep local units informed of what is happening. In other fields of social work sufficient statistical data have been available to indicate such trends as the decrease in institutional care of children and the complementary rise in foster-home care, the increase in publicly supported facilities for treatment of disease, and the increasing emphasis on preventive health work. What can be said for group work? Both philosophy and techniques are changing to meet changing demands, but there is as yet no basis for anything but conjecture as to whether they are changing fast enough or are in line with present needs.

APPENDIXES

Appendix I.—Bibliography

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Appendix II.—Instructions for Children's Bureau Forms G-1 and G-2

U. S. DEPARTMENT OF LABOR
CHILDREN'S BUREAU
Washington

Form G-1
SOCIAL STATISTICS
1939

SERVICES OF GROUP-WORK AGENCIES

Instructions for Monthly Reports from Areas Cooperating in the Registration of Social Statistics

Form G-1 is to be used for reports on *educational and recreational activities* of settlements, community centers, neighborhood houses, boys' clubs and other youth organizations, public recreation departments, religious organizations, churches, and other institutions or agencies providing such activities as a part of the group-work program for the community. Agencies such as children's institutions, maternity homes, homes for the aged, and other institutions providing educational and recreational activities as a part of the institutional care reported on other forms in the social-statistics project, should report on Form G-1 only if such activities are organized to include, as participants in a continued program, persons other than the residents of the institution and their guests. Institutions and agencies that organize educational or recreational activities periodically but do not provide such activities under a continued program for group-work service should not report on Form G-1.

The report on Form G-1 on services of group-work agencies is intended to cover only group-work services and a limited number of services to individuals. In limiting the form to these services, it is recognized that other important activities may be carried on by the reporting agency that will not be reported on Form G-1.

SERVICES NOT TO BE INCLUDED ON FORM G-1¹

The following types of service should not be reported on Form G-1:

1. Services to individuals through the use of the agency's dormitory or restaurant facilities, employment service, or room registry. Individual counseling that may cover vocational, housing, and other personal problems should, however, be reported on Form G-1.

2. Meals and lodgings provided by an agency as part of the community program for the care of the transient and homeless. Such service, however, should be reported on Form R-5.

3. The use of an agency's facilities for day-nursery care of children. Such service, however, should be reported on Form C-3. Nursery schools are to be reported as day nurseries on Form C-3 when such schools are organized for giving institutional care during the day to children of working mothers and other children for whom suitable care was not available during the day in their own homes. Nursery schools organized primarily for educational purposes, however, should be reported on Form G-1.

4. Clinics and health conferences. Such service should be reported on Form H-2 only. This refers both to clinics conducted by the agency and to the use of the agency's facilities by outside groups providing clinic service.

5. Formal religious activities, such as church, Sunday school, prayer meeting, confirmation class, and other activities confined to the teaching of religion from a sectarian point of view.

¹ Other forms mentioned below are U. S. Children's Bureau forms not concerned with group work.

6. Activities at a permanent or established camp, or camping activities of more than a week end or its equivalent in duration. If desired for local use, reports on camping may be made on an additional form.

7. Staff meetings, conferences, and other activities limited to the staff. Activities organized for volunteer leaders and other volunteers working with groups should, however, be reported according to the type of group organization and are to be included in reports on this form. Activities of the board of directors should not be included in the report, except as noted in item 1e.

EXPLANATION OF THE COUNTS ON FORM G-1

Sections A, B, and C of the report pertain specifically to group activities. Information is requested regarding the enrollment in groups, the number of groups, the number of sessions or periods, and the attendance.² Sections A and B provide for the reporting of activities of groups under the reporting agency's auspices, and Section C provides for the reporting of activities of groups under joint or other auspices.

A group should be regarded as meeting *under the auspices of the reporting agency* and should be reported in Sections A and B when the reporting agency takes the major responsibility for sponsoring the group and for planning its activities.³ Groups sponsored jointly by the reporting agency and another agency should be reported in Section C but not in Section A or B. Educational and recreational groups for which the reporting agency assumes no responsibility and which use the reporting agency's facilities merely as a meeting place should also be reported in Section C.

Groups under the agency's auspices are divided into groups that have regularly scheduled meetings (Section A) and those that meet only for special events (Section B). For the purposes of this report *regularly scheduled groups* are those that are scheduled to meet one or more times per month. Groups that meet only for *special events*, for purposes of this report, include (a) groups that are not scheduled to meet as frequently as once a month, and (b) groups at whose meetings persons other than the personally invited guests of the members are present.

Regularly scheduled groups are subdivided into those with definite enrollment (item 1) and those without definite enrollment (item 2). *Regularly scheduled groups with definite enrollment* are those at which the same individuals are expected to be present at all sessions of the group. *Regularly scheduled groups without definite enrollment*, on the other hand, are those in which the same individuals are not expected to be present at each period during which the activity is scheduled to take place.

In making the count of *groups with definite enrollment* for entry in item 1, the groups are classified on the basis of the type of organization of the group and not on the basis of the type of activity engaged in. In making the count of *groups without definite enrollment* for entry in item 2, the groups are classified on the basis of the type of activity engaged in.

In addition to statistics on the activities of groups, the form provides for a summary report of services to individuals (Section D), an unduplicated count of members (Section E), and a count of staff (Section F).

Section A.—REGULARLY SCHEDULED GROUPS

[Under auspices of reporting agency]

Regularly scheduled groups have been defined as groups that are scheduled to meet one or more times a month. Groups organized only for short periods of time (for example, committees organized to manage special events) should be reported as regularly scheduled groups if they met regularly during that period and met once or more during the month covered by the report.

² Only the attendance of members and visitors *at group activities* is requested. If a record is desired for local use, a count of the total number of visitors to the building may be reported as a supplemental item.

³ Activities for which leaders or teachers are furnished by the WPA, board of education, or other agencies should be reported on this form as under the reporting agency's auspices if the specific activities are sponsored by the reporting agency.

1. Groups with definite enrollment: Total.

Groups with definite enrollment are groups in which the same individuals are expected to be present at all sessions of the group.

The counts for item 1 relate to groups with definite enrollment that meet under the auspices of the agency as part of a continued program of educational or recreational activities planned for the members enrolled in the group. The facilities of the agency may be used for all the meetings of a group, certain meetings may be held elsewhere, or all the meetings may be held elsewhere. If the facilities of another agency are used by a group, the meeting should be reported in this item by the agency under whose auspices the meeting was held and that assumed responsibility for the group. The agency whose facilities were used should report the group in Section C, item 4a, as a group under other auspices.

Item 1, column I.—Enrollment.

The entries in column I show the number of enrolled members in each specified type of group reported in column II. Enrollment, or the act of entering the names of the members of a group on a roll or group roster, should be counted in accordance with the policies of that group and its requirements for membership and not in accordance with the policies of the agency nor the agency's requirements for membership. If the same individual is enrolled in two or more groups, count him as a member of each group that is a separately organized unit. The enrollment should be counted for each group so that information will be available on the total enrollment for specified types of group organization. The entries for enrollment should be the number of individuals whose names appear on the roster of the group at the beginning of the month.

Item 1, column II.—Number.

The entries in column II show the number of groups of specified types that held one or more sessions (meetings) during the month. Groups for which no session was held during the month, and those that are reported in Sections B and C because they held only sessions classified as special events or as under joint or other auspices, should not be included in the counts in item 1.

For purposes of this report the number of regularly scheduled groups with definite enrollment should represent the number of different *organized* groups. The number of rosters may be used as indicating the number of units that should be regarded as separately organized groups. Therefore, (a) though a group may engage in two or more types of activities only one group will be counted unless the agency considers the group as separately organized with separate rosters for each activity; and (b) though there may be some differences in the persons making up the group engaged in the various activities, only one group will be counted unless the change in membership is sufficient to cause the group to be recognized by the agency as two or more separately organized groups with separate rosters.

If groups meet jointly because of the absence of a leader or teacher or for a joint activity not classified as a special event, each group participating in the meeting should be reported separately in the counts for this column.

Item 1, column III.—Sessions or periods.

The entries for column III indicate the number of times the groups reported in column II met during the month. Inasmuch as a group cannot be reported unless it has met during the month, the number of sessions reported in column III must be equal to or greater than the number of groups reported in column II. When separately organized groups hold a joint meeting, one session should be counted for each group.⁴

The count of sessions for a group should include all activities of that group. The following paragraphs describe specific situations that may be encountered in reporting the number of sessions:

a. Parties and other special occasions held by a group whose meetings are reported in item 1 should be counted as additional sessions of that group if they are attended only by the members and their personally invited guests. If, however, the group sponsors an event for which tickets are sold and to which the public is invited, or at which persons other than the personally invited guests of the members are present, such an event is to be classified as a special event and should be reported in section B, item 3.

⁴ For example, a session should be counted for each team involved in a game.

b. If two activities of a group follow in succession without an interval of time, report these activities as one session *except* in such cases as these two activities are definitely *scheduled* separately. For example, regularly scheduled gymnasium sessions for a club group would be counted as separate sessions even when they occur immediately following a club meeting.

c. If two or more groups hold individual meetings, then adjourn and conduct a joint activity which is not regularly scheduled, one session should be counted for each group, that session representing both the original meeting and the joint activity. If this joint meeting of two or more groups is regularly scheduled, it is to be counted as a separate group and as a separate session.

d. Meetings of subgroups (or committees) of clubs that are limited to a portion of the total membership of a group should be reported only in item 1a (2). (See below, Item 1a (2).) Any meetings of subgroups (or committees) of other types of groups should be reported as extra sessions of that group.

Item 1, column IV.—Total attendance.

Report in column IV all those present during the sessions reported in column III, whether they attend as members or as visitors. Inasmuch as these are aggregate figures, the same persons obviously may be counted several times during the month.

Young children brought to a mothers' club or class and remaining with the group during the session should not be included in the total count, but the number may be shown in a separate entry if the information is desired for local use. If separately organized care is provided for such children, they should be classified as a specially organized group and should be reported with other special services in item 1g.

Item 1, column V.—Attendance of members.

The entries in column V show the attendance of *members enrolled in the groups* reported in column II who were present at the sessions reported in column III. Inasmuch as these are aggregate figures, the same persons obviously may be counted several times during the month. The count should include only members enrolled in the groups at the time of attendance. If the same individual attends two or more groups classified as separately organized units for report in column II, his attendance should be counted in connection with each group so that complete information will be available as to the total attendance of members in the specified types of group organization.

1a. Clubs.

The counts for this item relate to groups of persons bound together by personal and social ties, the membership of each group being determined by that group. Control is maintained by the group through duly elected or appointed officers.

Care should be exercised to distinguish between clubs and special-interest groups that are called clubs. Stamp clubs or dramatic clubs organized purely on the basis of the interest in the activity and not in personal association among the individuals in the group should be reported in item 1d. If, however, the basis of organization is the personal bond between the members, but the group decides to limit its activities to stamp collecting or dramatics, such a group should be reported as a club.

1a(1). Activities for all members.

The counts for this item relate to all activities, both regular meetings and special occasions, that are open to the *entire membership of the group* and in which all members of the group are expected to participate.

1a(2). Activities for special groups.

The counts for this item relate to all activities restricted to a small group *within a club*, as, for example, a committee.

1b. Classes.

The counts for this item relate to groups of two or more persons meeting on a regular schedule for the acquisition of specific knowledge, the exercise of individual skills, or participation in a specific educational activity. A class, as distinguished from a club or a special-interest group, is a group in which there is a teacher-pupil relationship and a progressive course of instruc-

tion is undertaken under the supervision of the teacher who controls the group. Whether or not a certain schedule of instruction is followed is often an important criterion for distinguishing classes from special-interest groups. There is no distinction between physical education and academic classes for the purposes of this report because both are organized on a class basis.

Classes for which academic credit is given should be excluded from this report.

If a nursery school or kindergarten is operated by the agency primarily for educational purposes it should be reported as a special type of group in item 1g and should be excluded from the counts in item 1b. If classes are organized as a part of the activities of groups organized under national programs reported in item 1f, they should be counted only in item 1f but should not be included in item 1b.

1c. Teams.

The counts for this item relate to groups with definite enrollment that are organized for participation in contests or for demonstration purposes in activities involving physical prowess or skill and that meet at regularly scheduled intervals for special training or practice. All activities engaged in by the team as a group should be counted as sessions of that group.

Regularly scheduled tournament games or contests between groups that are members of basketball, baseball, or other athletic leagues should be reported in item 1c if both of the competing teams were organized within the agency; the attendance of both participating teams should be reported in column V and the total attendance should be reported in column IV. A session should be counted for each team involved; thus, one game might be reported as 2 teams, 2 sessions, 14 members (include all in uniform and those serving the team in some definite capacity), and 115 total attendance in addition to the 14 members described above (include other members and visitors in column IV).

Semifinals, finals, and other games featured as special events for the whole agency will be reported in section B, item 3.

Interagency games, that is, games played with outside agencies, should be reported in section C, item 4b, as activities under joint auspices.

1d. Special-interest groups.

The counts for this item relate to groups in which the interest centers in the activity and not in personal association, and such groups should not be classified as a club, class, or team. A special-interest group may be distinguished from a club by the requirements for admission to membership, the basis being solely that of proficiency or interest in the activity and not that of personal consideration. Two distinguishing features of a special-interest group are: (1) The instruction is less formal than in a class and (2) there is not a teacher-pupil relation such as is found in a class. Some activities carried on by special-interest groups may, of course, be of the same types that are carried on also in class or club groups, but the type of group organization will determine where they should be reported.

If special-interest groups are organized under national programs that are reported in item 1f, they should be counted only in item 1f and should not be included in reports for item 1d.

Rehearsals for a specific program of entertainment should not be reported as sessions of a special-interest group in item 1d if the rehearsals are being held by clubs, classes, teams, or other groups whose activities are reported in other subdivisions of item 1. Rehearsals by such groups should be reported as extra sessions of those groups.

In addition to the rehearsals of special-interest groups that are regularly reported in item 1d, rehearsals may be reported in item 1d if the cast has been chosen from the entire membership of the agency on the basis of ability for a special role or on the basis of interest in participation in the event. Both the dress rehearsal and the special event itself are counted as separate sessions in section B, item 3, but they are not counted in item 1.

1e. Intergroup committees and councils.⁵

The counts for this item relate only to committees and councils made up of representatives (1) of two or more groups reported in section A or B, or,

⁵ Interagency committees should be reported in item 4b.

(2) *from the general membership of the agency.* Boards of management are to be included in this section only in the event that the members of such boards are drawn from the membership of the reporting agency (this applies especially to the Y. M. C. A. and the Y. W. C. A.). Meetings of the staff or of a board of trustees that is composed of people from a social and economic group that is different from that of the membership of the reporting agency should not be included in the counts for this item.

1f. National-program groups.

The entries in this item relate to groups organized under the reporting agency's auspices as a part of an organization that has a Nation-wide program (such as Boy Scouts of America, Girl Scouts, Inc., and Camp Fire Girls, Inc.), that are reported also on Form G-2 by the local council of the national agency. The counts will, therefore, include only groups counted in the reports on Form G-2 of the local council of the national agency.

These groups are counted in a separate item on Form G-1 only in order to avoid duplication between groups reported on both Form G-1 and Form G-2. Unless the activities of these groups are being duplicated on a report on Form G-2, however, it is preferable from the point of view of the agency reporting on Form G-1 that these national-program groups be classified in other subdivisions of item 1 according to the type of group organization. The only groups at present being reported on Form G-2 are the Boy Scouts of America, Girl Scouts, Inc., Camp Fire Girls, Inc., and the Wood Craft Rangers.

A national-program group should be reported in item 1 only if the group is under the auspices of the reporting agency; that is, if the reporting agency takes the major responsibility for sponsoring the group and for planning its activities.

Include in the count of each organization reported in item 1f all groups (junior and senior) that are served by the program of the specified national agency; for example, Cubs, Sea Scouts, and Rovers should be reported as parts of the Boy Scout program.

1g. Other.

The counts for this item should include (1) nursery schools, kindergartens, groups of children that receive special care in connection with a mothers' club or class; and (2) groups that meet regularly for other specific activities, that have a definite enrollment, and that do not have a place in the preceding subdivisions of item 1. Stay-at-home or day camps with a definite enrollment may be cited as an example of this type of group.

Summer-school-activity groups that cannot be classified as clubs, classes, teams, or special-interest groups (according to the definitions given in the preceding pages) should be reported in item 1g.

2. Groups without definite enrollment: Total.

A group reported in item 2 is one that does not have a definite enrollment, and, therefore, the same individuals are not expected to be present at each period during which the activity is scheduled to take place. The group should be scheduled to meet one or more times per month, and should have met at least once during the month covered by the report. (See page 89 for definition of *regularly scheduled groups*.)

Only *organized* and *directed* group activities should be reported in item 2. Use of facilities on an individual or come-and-go basis should be reported in section D, item 6.

Item 2, column I.—Number.

Report in this column the total number of groups (as defined in item 2) that met during the month. Groups should be classified according to the type of activity engaged in. If a variety of different activities are regularly engaged in by a group without definite enrollment, the group should be reported in item 2i.

Groups for which no session was held during the month and those which are reported in sections B and C because they held only sessions classified as special events or as under joint or other auspices, should not be included in the counts in item 2.

Item 2, column II.—Sessions or periods.

The entries in this column indicate the number of times the groups reported in column I met during the month. Inasmuch as a group cannot be reported unless it met during the month, the number of periods reported in column II must be equal to or greater than the number of groups reported in column I.

Item 2, column III.—Total attendance.

Report in this column all those present during periods when activities were in session, *whether they attended as participants or as spectators*. Both the members of the agency and the visitors should be included in the counts. Inasmuch as these are aggregate figures, the same persons obviously may be counted several times during the month. Exception to this method of counting attendance is noted below in relation to specified activities.

Item 2, column IV.—Participants included in the total attendance.

Report in this column the total number of individuals in attendance (either members of the agency or visitors) *who took an active part in the activities*.

2a. Athletic activities.

The counts for this item relate to regularly scheduled groups without a definite enrollment that hold athletic contests, games, or demonstrations one or more times per month.

Include in item 2a regularly scheduled groups organized for activities such as basketball, archery, boxing, wrestling, tumbling, gym frolics, indoor roller skating, swimming, carnivals, circuses, and esthetic dancing. Table games and marbles should be reported in item 2g.

These activities may take place in a gymnasium, swimming pool, athletic field, or playground, and such facilities may or may not belong to the reporting agency.

Athletic tournaments (and informal practice in preparation for them) should be reported in this item if they consist of a number of contests that take place consecutively with not more than 1 month intervening between contests.

2b. Educational activities.

The counts for this item relate to groups without a definite enrollment that meet for an activity whose major purpose is educational, such as a discussion, a debate, an exhibit, a book talk, or a story-telling hour.

In column IV report as participants only those who took part in a planned program. Participants in a discussion during or following a planned program should not be recorded in the count for this column.

2c. Social recreation.

The counts for this item relate to groups without a definite enrollment that meet for activities whose major purpose is fun or the providing of a good time. In addition to dances, teas, and suppers, there should also be reported in this item parties, dinners, and other social affairs that are held according to a regular schedule. If such events are scheduled at intervals greater than 1 month, report them as special events in item 3c.

2d. Dramatic and musical programs.

The counts for this item refer only to groups without a definite enrollment, that meet for a program that is regularly scheduled. If such programs occur at irregular intervals and are not a part of a series, report such occasions in item 3d as special events. Neighborhood entertainments of a dramatic or musical nature and subscription series of musicales are examples of activities to be reported in this item.

Groups with a definite enrollment participating in rehearsals for particular performances should be reported in item 1d. (See discussion of rehearsals, item 1d.)

Dramatic and musical programs given on a playground should be reported in item 2d, when they are held according to a regular schedule.

2e. Moving pictures and theater parties.

The counts for this item relate to groups without a definite enrollment that attend moving pictures shown at the agency and to groups that are taken to pictures shown elsewhere. Moving pictures, concerts, and theater parties are not to be reported in this item unless they are given once or more per month.

2f. Playground and street-play activities.

The counts for this item relate to groups without a definite enrollment that engage in playground games, street play, and other activities conducted on a playground. The use of the playground for athletic games should be reported in item 1c when teams with definite enrollment are involved, and in item 2a when there is no definite enrollment.

If there is no organized, directed program for groups, the individuals making use of the playground should be reported in section D, item 6e, but not in item 2f. If the activity is in the nature of a special event, it should be reported in section B, item 3e.

Attendance should be taken at each period at the time of probable maximum attendance. If another method is used, a notation to this effect should be made on the form.

2g. Informal play and nonathletic games.

The counts for this item relate to groups of little children or other groups without definite enrollment that use play rooms for either active or quiet games that are not athletic in type. Children who come in and play together on a come-and-go basis should be reported in section D, item 6d but not in item 1g or item 2g. Children of mothers who are attending a club or class should be entered in item 2g if no definite enrollment is taken of the group.

Attendance should be counted as for item 2f above.

2h. Trips.

The counts for this item relate to groups without a definite enrollment that go on outings, hikes, picnics, and trips to places other than the usual meeting place at the agency. Include overnight and week-end camping trips that are regularly scheduled. Those not regularly scheduled should be reported under section B, item 3e.

2i. Other groups without definite enrollment.

The counts for this item relate to groups without a definite enrollment that meet on a regular schedule but do not have a place in the preceding subdivisions of item 2. Some of the groups reported here are groups using a sewing room or a craft shop.

Section B.—NOT REGULARLY SCHEDULED GROUPS

[Under auspices of reporting agency]

3. Special events.

For the purposes of this report *special events* should be regarded as events, (a) that take place less often than once a month or (b) that are open to some or all of the members of the agency, their guests, and the general public. Special events open to the members of the agency but not to the general public should also be reported in item 3. Special programs restricted to the enrolled members of a group and their personally invited guests should be included in the report of the group's activities in item 1 but should not be included in the counts for item 3.

The agency's facilities may be used for all parts of the event, or the event or certain parts of it may be held elsewhere. Activities such as those listed as subdivisions of item 2 that are not held according to a regular schedule should be reported as special events and should be classified according to whether they are primarily athletic, educational, social, or dramatic. Those not otherwise classified should be reported in item 3e, and the type should be specified.

Although most special events will have but one period, there are occasions when such an event may have several periods; i. e., the same play may be given two or more times. In such instances the counts for columns I and II will be one event and two or more periods.

Section C.—GROUPS UNDER JOINT OR OTHER AUSPICES**4. Total groups.**

Report in this item all outside groups that use the reporting agency's facilities for educational or recreational purposes, and all groups that hold educational or recreational activities that are sponsored jointly by the reporting agency and another agency. Activities that are excluded from other items on this form are also excluded from item 4.

The groups whose activities are reported in item 4 may or may not be scheduled to meet regularly, and the groups may or may not have a definite enrollment. Specify the type of activity and give the name of the cooperating agency if the activity was held under joint auspices.

4a. *Outside groups using agency's facilities.*

Report in item 4a groups not under the auspices of the reporting agency that use the agency's facilities for recreational or educational purposes. Groups using the facilities for other than group-work purposes should not be included in the count for item 4a.

It is not necessary to list the names of the agencies reported in this item. A total count of the groups is sufficient.

4b. *Groups under joint auspices.*

Report in item 4b all groups that hold activities that are sponsored jointly by the reporting agency and another agency. Such activities may or may not be scheduled to meet regularly, and the groups may or may not have a definite enrollment. Specify the type of activity and give the name of the cooperating agency.

If in a joint activity the group uses the reporting agency's facilities, the total count of attendance should be reported. If groups from the reporting agency attend activities at another agency, only those attendants who are members of the reporting agency should be reported in this item. If groups from two agencies use the facilities of a third agency not reporting to the Children's Bureau, no total attendance figure will be reported because each agency will count only its own members who attended the event.

Section D.—SERVICES TO INDIVIDUALS

The counts in this section relate to instruction and services given on an individual rather than a group basis. Only certain items of personal and individual service have been selected for inclusion in this report.

5. *Individual lessons.*

The entries in this item should include individual music lessons, individual art lessons, corrective and other special work with individuals in gymnasiums, and other separately organized units of individual instruction that are not included in the reports of classes in item 1b.

In order to keep the counts of instruction given to individuals comparable to the counts for classes, this item has been subdivided to show enrollment and attendance, and should be reported in accordance with the instructions for item 1.

6. *Attendance for individual use of agency's facilities.*

The counts for this item relate to all use of the agency's facilities on an individual rather than a group basis. The use of the library, gymnasium, swimming pool, and game room are especially asked for, and the use of other facilities should be specified in item 6e.

In reporting library attendance the number of readers and borrowers and not the circulation of books should be reported. If a different system for counts is used, a notation should be made on the form. The counts for the use of other facilities should be the aggregate attendance during the month.

When branches of public libraries are housed in settlements and neighborhood houses, the counts of readers and borrowers should be reported in item 6a, but an explanatory footnote should indicate that such a branch library has been included.

7. *Conferences.*

The counts for this item show the number of contacts made with a member of the staff for the purpose of discussing a definite problem, project, or plan. Such interviews may take place in the office of the agency, in the individual's home, or in some other convenient place. The total number of interviews and visits should be reported rather than the number of people served.

If the information is desired for local use, the number of conferences may be classified as to office interviews and home visits, and this information may be entered on a separate report.

The conferences reported in this item may be held with or in behalf of individuals known to the agency. If in behalf of individuals, such conferences may be held with health and social agencies or with relatives, friends, employers, or others who have known the individuals personally.

Section E.—UNDUPLICATED COUNT OF MEMBERS

The entries in this section relate to membership in the reporting agency and are planned to give a count for the year of the number of different individuals registered with the agency for one or more of the activities reported in sections A, B, C, and D. If an agency's plan for registration provides for the elimination of duplication in the counts of individuals reported in item 1, but not of those reported in items 2 to 7, inclusive, nor of those that may be reported in two or more items, notation should be made on the form with reference to the activities to which the unduplicated count relates.

An agency that reregisters all members each year at the time of their first attendance but does not keep a current record of individuals dropped (or does not drop members currently) should make monthly entries only in items 8, 9, 9a, 9b (2), and 12. If this procedure is followed, the entries in items 8 and 12 will be cumulative totals. The agency should note this fact on the report for the first month of each program year. When only items 8, 9, 9a, 9b (2), and 12 are reported, items 9b (1), 10, and 11 should be crossed out (XXX) on each monthly report.

An agency that does not reregister all members each year at the time of their first attendance and that drops members during the year as they become inactive, should report all items in this section. At the end of the year to be covered in the report, the number of different individuals on the register at any time during the year can be obtained by adding the monthly entries in items 9a and 9b (2) to the entry showing the number of individuals carried over from the preceding year in item 8 of the report of the first month of the year.

For purposes of this report "year" is taken to be the calendar year. If the analysis of group-work services and the membership count is based on a program year, please state this fact in a footnote on the report for January of each year and also on the report for the first month of the program year; as, for example: "Program year for this agency is from October 1 to September 30."

An agency may register members in accordance with any of the following plans:

- (1) Individuals who have attended three sessions of a group meeting at least once a week.
- (2) Individuals who have paid an activity or membership fee.
- (3) Individuals who, in accordance with the agency's policies, have signified in writing a desire to become a member of the agency.
- (4) Individuals who are members of a group admitted to the agency.

It is assumed that only one of these plans would be in use in a single organization, but there may be exceptions in which a combination of plans is used. The particular plan or plans followed should be indicated in a notation at the beginning of the year. Individuals who have paid a membership fee solely as a means of contribution to the agency and who do not intend to use the facilities or participate in group activities should not be included in the counts in this section.

Because of the importance of knowing the number of individuals under 18 years of age who are included in the total counts in this section, a separate report is requested in column II on the number of individuals under 18 years of age who are included in the count for column I. The use of metal flags or different colored registration cards will facilitate this count. If classification is based on an age other than 18 years, the year should be noted on the report form in place of 18 years.

Section F.—STAFF

The counts for this section should include only persons whose services were regularly associated on a full-time or a part-time basis with the services and activities reported on this form. This includes maintenance employees whose work was directly related to the services and activities covered in this report.

Staff employed for other services should not be included. Members of the staff whose duties fall within more than one item of this section should be counted only under the classification in which they spend the greater part of their time.

Persons whose salaries were paid from the funds of another agency should be classified as paid staff. The number of those who are workers assigned through governmental projects should be indicated in a footnote. Members of religious orders who serve without salary should be classified as paid staff.

The count of *full-time staff* should include persons absent temporarily on vacation or sick leave for whom no substitute was employed.⁶ *Part-time paid staff* should be counted whether or not they provided service during the month covered in the report; however, no hours of service should be counted for a staff member unless he provided actual service during the month.

Students in training and volunteers shall be counted only if they provided service during the month covered by the report. The count of students on this form is limited to students receiving training for school credit whether or not they received some pay from the agency for services reported on this form. Unpaid staff, if they are not working by arrangement with a school, should be reported as volunteers; paid apprentice workers should be included with other paid workers.

The count of volunteers includes leaders and assistant leaders of groups and all other persons engaged in program activities who have donated to the agency 4 or more hours of service during the month.

Staff is considered by some agencies to include only paid workers and volunteer office workers but, in order to make the reports of different programs comparable, the staff count on Form G-1 will include all volunteers engaged in program activities.

⁶ Staff members on extended vacation or sick leave that amounts to separation from the staff should not be included in the counts even though they continue to receive pay.

LOCAL GROUPS ORGANIZED UNDER NATIONAL PROGRAMS

Instructions for Monthly Reports From Areas Cooperating in the Registration of Social Statistics

Form G-2 is to be used for a summary report that covers the local area for the registration of social statistics and shows the membership and activities of local groups affiliated with national agencies. Each of the national agencies for which this report is designed maintains a national register of individual members and provides a specially planned program of educational and recreational activities for boys and girls of specified ages. Each national agency or one of its regional offices furnishes some local supervision. Boy Scouts of America, Girl Scouts, Inc., and Camp Fire Girls, Inc., are the principal agencies from which reports may be expected.

One report form should be used for the report of all the groups in the local area organized under the same national agency, and the name of the national agency should be noted on the report form. All the groups that are organized under the same national agency should be included in the same report, even if some of these groups meet in settlements or in other group-work agencies and are reported by the settlements or other agencies on Form G-1.

If the local district of the national agency includes an area that is larger than that included in the local area for the registration of social statistics, groups belonging outside the registration area should be excluded from reports on this form. Information as to the territory included in the local registration area can be obtained from the local supervisor of the registration of social statistics.

Activities at a permanent or established camp or camping activities of more than a week end or its equivalent in duration are to be excluded from the reports on this form. If desired for local use, such information may be submitted on a separate report. Reports on day camps should be included in item 15.

Section A.—GROUPS

The entries in section A show the number of groups that are organized as separate units under a national agency and that are under the auspices of the reporting agency. Groups on the national register during the month should be reported in items 1 to 5. Groups active during the month that are organized under the local agency but that are not on the national register should be reported in item 6.

Column I.—Total number of groups.

In column I report the total number of groups under the agency's auspices whose members are girls or boys of the age for which the national program is designed. The total refers only to the total number of groups in the registration area.

Column II.—Number of junior groups.

In order to determine to what extent boys and girls are being served by the junior program of the agency, enter in this column the number of junior groups. In the Boy Scouts this refers to Cub Packs, in the Camp Fire Girls to Blue Bird groups, and in the Girl Scouts to Brownie Packs. These junior groups should also be included in the total column.

Column III.—All other groups.

Report in this column all groups that follow the regular or the senior program of the national agency. In the Boy Scouts this refers to Boy Scout Troops, Sea Scout Ships, Rover, and Explorer groups; in the Camp Fire Girls, to Camp Fire groups and Torch Bearers Association; and in the Girl Scouts, to Girl Scout Troops and Mariner Ships.

1. On national register at beginning of month.

The count for this item should be the same as that for item 5 on the report for the preceding month and should include only the groups that were on the national register at the beginning of the month. It should not include groups that were in the process of being organized nor groups that had been dropped from the national register prior to the beginning of the month.

2. Placed on national register during month.

The total number of groups placed on the national register during the month should be classified to show how many are new groups and how many are reinstated groups.

2a. New groups.

Enter the number of groups that were placed on the national register during the month and that had never been on the national register at any previous time. Reorganized groups that are given a new name, a new number, and a new charter are to be reported in this item. Reorganized groups that retain an old name, an old number, and an old charter are to be reported in item 2b.

2b. Reinstated during month.

The count for this item refers to groups that had been on the national register at some previous time and that during the month renewed their membership in accordance with the policies of the national organization. These groups are subdivided to show whether they were last dropped during the calendar (or fiscal) year or were last dropped prior to the calendar (or fiscal) year, in order that an unduplicated count may be obtained of group units during the year.

Groups that had been dropped from the national register and that were reorganized during the month should be classified as reinstatements if they were reregistered under an old number, an old name, and an old charter. Groups that reregister with the national organization within the time allotted for reregistration should not be counted in this item but should be carried forward in item 1.

4. Dropped from national register during month.

Enter the number of groups dropped from the national register during the month because the majority of the members were no longer of an age for which the national program is organized, because of nonpayment of dues, or for other reasons. The entries for this item will not include groups whose registration expired and was renewed during the month.

If a group is to be inactive for several months (as during summer vacation) but expects to resume its activities under the auspices of the same agency, it should not be reported as dropped. If a decision is reached later to discontinue the activities of the group or to reestablish it under the auspices of a different agency, the group should be reported as dropped in the month during which this decision is reached.

6. Groups not included in item 3 that had sessions during month.

The count for this item should include groups meeting during the month that were not on the national register during the month although they were *considered locally to be participating in the national program*. This would include: (a) Groups that could not pay promptly the national registration fee when their national registration had expired; (b) newly organized groups that have been accepted and are participating in the local program but that have not yet held the number of meetings required for national registration; (c) groups in the process of organization.

A group whose membership is made up of persons older or younger than the ages for which the national program is organized should not be reported on Form G-2.

Section B.—MEMBERSHIP

The entries in items 7 to 12 relate to the members of groups included in the reports in section A and, in addition, to their leaders and other adults in the community who are registered at the national office and who pay to the national organization the usual membership fee covering the classification in which they are registered.

Column I.—Girl or boy members.

The entries in this column should show the number of boys and girls who are members of the groups listed in section A. Each person must be within the age limits specified for his group by the national organization in order to be considered a member of that group for purposes of reporting on Form G-2.

For the Boy Scouts the entries in column I will include all Cubs, Scouts, Sea Scouts, Rovers, and Explorers; for the Camp Fire Girls they will include all Blue Birds and Camp Fire Girls; and for the Girl Scouts they will include all Brownies, Girl Scouts, and Mariners.

Column II.—Adult leaders of groups.

The entries for this column should include all adult leaders and all adult assistant leaders of group units who are registered at the national office. In the Boy Scouts this refers to Cubmasters, Assistant Cubmasters, Scoutmasters, Assistant Scoutmasters, Skippers, Mates, and all other registered leaders. In the Camp Fire Girls this refers to Blue Bird Leaders, Guardians, and Assistant Guardians. In the Girl Scouts this refers to Brown Owls, Tawny Owls, Captains, Lieutenants, Skippers, and Mates.

If a leader is also serving in another capacity, he (or she) should be reported in the category in which the highest fee is paid.

Column III.—All other adult members.

The entries in this column should include all local council members, troop committee members, commissioners, merit-badge examiners, and sponsors who are registered at the national office.

7. *On national register at beginning of month.*

The count for this item should be the same as that for item 11 on the preceding month's report and should include the number of members (boy or girl members and adult members) who had qualified for inclusion on the national register and who had not been dropped from the national register prior to the beginning of the month.

8. *Placed on national register during month.*

The total number of members placed on the national register during the month should be classified to show how many are new members and how many are reinstated members.

8a. *New members.*

Enter the number of new members never previously registered by the agency who were placed on the national register during the month.

8b. *Reinstated during month.*

This item refers to those persons who at some previous time had been members of the organization but were dropped and subsequently were reinstated. This item has been subdivided to show those who were last dropped during or prior to the calendar (or fiscal) year in order that an unduplicated count of the individuals served during the year can be obtained.

10. *Dropped from national register during month.*

Enter the number of members who were no longer of an age for which the national program is organized and also the number of members who were within the age limits but who were dropped from the national register because of nonpayment of dues or for other reasons. Members who were dropped and reinstated within the month should not be counted as dropped.

12. Members of groups during month but not included in item 9.

Enter the number of members of groups reported in section A who were of an age for which the national program is organized and were considered locally to be participating in the national program, but who were not on the national register during the month. Also include leaders and other adult members who were considered locally to be participating in the national program but who were not on the national register during the month.

Section C.—ACTIVITIES DURING MONTH

The entries for the items in section C of Form G-2 are requested so that the reports on this form may be correlated with those on Form G-1 submitted by agencies reporting group-work activities. If the reporting agency does not have adequate means for collecting and recording the data to be reported in one of the items in this section, it should omit the counts for this item and enter "n r" (no report).

City-wide or district meetings limited to leaders, teachers, and other workers with groups should not be included in the counts for item 13 or 15. If desired, an additional item may be included in this section for the report of such meetings.

Meetings limited to leaders and other workers with groups are not to be reported on Form G-2, with the exception of the meetings of leaders' training courses that are reported in item 14.

Column I.—Number of groups or events.

The entries in items 13 and 14 of column I are counts of groups that met one or more times during the month. The entry in item 15 is a count of the number of special events held during the month.

Column II.—Number of meetings.

The entries in items 13 and 14 of column II should show the total number of meetings held during the month by all groups reported in column I of the respective items, and the entry for item 15 of column II should show the number of sessions held for each separately organized special event reported in item 15 of column I.

Column III.—Attendance of members.

The entries in column III show the total monthly attendance of the members of the groups reported in column I. This is an aggregate figure. The same persons obviously may be counted several times during the month. The figure should include the attendance of adult *leaders* as well as that of girl and boy members of the group. The count of members to be reported in column III should include only the members reported in section B, except that persons enrolled in leaders' training courses will be reported in item 14.

Column IV.—Attendance of visitors.

The entries for this column show the aggregate number of persons who were present at one or more meetings of groups in which they did not have the status of a member.

13. Regular meetings during the month.

The counts for this item relate to all group meetings that were limited to the members and their personally invited guests.

13a. Of groups on national register.

Item 13a is designed to show the activities during the month of groups on the national register. All the activities held for the members of a group and their personally invited guests should be counted as meetings of that group. Special clubs composed of members of two or more groups may be reported as additional groups if they meet regularly at least once a month.

13b. Of other groups.

Item 13b is designed to show the activities during the month of groups that are not on a national register and that are reported in item 6. Count the members of the group in column III of this item, even though they are not listed on a national register, if they are considered locally to be participating in a national program.

14. Leaders' training courses.

The counts for this item relate to systematic courses of study organized for group leaders and prepared or approved by the national agency under which the local group is organized. The entries in the first column show the number of separately organized training units.

15. Special events.

The counts for this item relate to special programs not limited to the members of one group and their personally invited guests.

Enter in the first column the number of special events (such as a play or a tournament) held by groups during the month, and in the second column enter the number of separate meetings held for these special events (such as the number of performances given of the play or the number of sessions held for the tournament). The count for members should be made in accordance with the definition given for entry in column III of this section (see p. 102), except in the case of events having such a large attendance that it is impossible to report members separately. In such cases (jamborees, circuses, entertainments, and the like) the count of members should be confined to the count of participants, and a notation of such cases should be made in a footnote. The attendance of the remaining members will be included in the entry for visitors in column IV.

Section D.—STAFF

The counts for section D should include only persons whose services were regularly associated on a full-time or a part-time basis with the services and activities reported on this form. This includes maintenance employees whose work was directly related to the services and activities covered in this report. Staff employed for other services should be excluded. Members of the staff whose duties fall within more than one item of this section should be counted only under the classification in which they spend the greater part of their time.

Persons whose salaries were paid from the funds of another agency should be classified as paid staff. The number of these who are workers assigned through governmental projects should be indicated in a footnote. Members of religious orders who serve without salary should be classified as paid staff.

The count of *full-time staff* (full time is defined by the reporting agency) should include persons absent temporarily on vacation or sick leave for whom no substitute was employed.⁷ *Part-time paid staff* should be counted whether or not they provided service during the month covered in the report; however, *no hours of service* should be counted for a staff member unless he provided actual service during the month.

Students in training and volunteers should be counted only if they provided service during the month covered by the report. The count of students on this form is limited to students receiving training for school credit whether or not they received pay from the agency for services reported on this form. Unpaid staff, if they are not working by arrangement with a school, should be reported as volunteers; paid apprentice workers should be included with other paid workers.

The count of volunteers includes leaders and assistant leaders of groups and all other persons engaged in program activities who have donated to the local council 4 or more hours of service during the month, whether or not they are registered at the national office.

"Staff" is considered by some agencies to include only paid workers and volunteer office workers but, for the purpose of making the reports of the different programs comparable, the staff count on Form G-2 will include all volunteers engaged in program activities.

⁷ Staff members on extended vacation or sick leave that amounts to separation from the staff should not be included in the counts even though they continue to receive pay.

